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RETAIL SECURITY

A Selected Bibliography

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National Institute of Justice
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Acting Director

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INTRODUCTION

Losses from crimes against businesses have been estimated from $23.6 billion in 1975 (see entry no. 17) to as much as $30 to $40 billion per year (entry no. 2), with almost one-third of these losses in the retail sector (entries 31 and 17). Much of the cost of crime against business is passed on to the consumer through higher prices — estimated at as much as 15 percent of the retail price (entry no. 2).

However, the real cost to the consumer can only be estimated because businesses tend to mask the problem with such terms as inventory shrinkage, shortage, and profit loss, as if crime were a normal expense of running a business. Few criminals are arrested and prosecuted, very little cash or merchandise is ever recovered, and most crimes remain unsolved (entry no. 31).

Retail businesses are particularly vulnerable to crime, and the crimes against them — burglary, robbery, vandalism, shoplifting, employee theft, check and credit card fraud, and arson — are of major concern to the business community. In addition to decreasing profit margins — especially in high crime areas — retailers may face high costs and limited availability of crime insurance. Eventually, the narrow profit margin forces some establishments to close, adding to lost employment opportunities for the community.

On a larger scale, crimes affecting retail businesses have a major effect on the national economy: one of every four businesses is a retail establishment; 55 percent of workers in the private sector are employed in small business operations; small business alone accounts for approximately 48 percent of the business portion of the Gross National Product.

Small retailers lose three times more in receipts than their larger counterparts — losses estimated by the U.S. Department of Commerce at $9.3 billion in 1974 (entry no. 76). Yet these same small businesses are least able to absorb losses and to afford extensive protection measures (entry no. 59). According to Small Business Administration figures (entry no. 76), a "mom and pop" store with 3 percent net profit must sell $17,000 worth of merchandise to make up for a single $500 robbery.

Retail businesses open their doors to the shoplifter as well as the shopper. In 1975, an estimated 140 million shoplifting incidents resulted in losses of $1.9 billion for the nation's retailers (entry no. 31).

Shoplifting is not the only major problem, however. Recent estimates by the Department of Commerce attribute 30 percent of all business failures to dishonest acts of employees (entry no. 40). According to crime statistics, these internal thefts occur at a rate 15 times higher than external crimes like shoplifting and burglary (entry no. 40).

This bibliography has been compiled as a reference for retailers, private security personnel, police, and prosecutors. In addition to general background information, it provides sources for practical security and preventive measures. The citations are presented in three sections, but readers are encouraged to review all sections because many of the selections pertain to several chapters.

- **Nature and Extent of the Problem** — the vulnerability of retail business to crime. This section includes statistics and a general overview of internal and external crime.

- **Preventive Techniques** — techniques that can be used by retailers and their employees to prevent retail crimes. Included is information concerning various security devices, methods for detecting and dealing with potentially dishonest employees, and other pertinent information.

- **Audiovisual Aids** — films that illustrate the vulnerability of retail businesses and measures that can be taken to prevent external and internal crime. (Films are not available through the NCJRS Document Loan Program.)

Information about how to obtain the documents cited in this bibliography may be found on the following page.

HOW TO OBTAIN THESE DOCUMENTS

The documents in this bibliography are part of the National Criminal Justice Reference Service (NCJRS) collection and are available to the public in the NCJRS Reading Room on weekdays between 9 a.m. and 5 p.m. The NCJRS Reading Room is located in Suite 211, 1015 20th Street, NW., Washington, DC.

For researchers who prefer to obtain personal copies, a sales source is identified whenever possible. For periodical literature, there are several potential sources of reprints: Original Article Tear Sheet Service (Institute for Scientific Information, 325 Chestnut Street, Philadelphia, PA 19106) and University Microfilms International (Article Reprint Department, 300 North Zeeb Road, Ann Arbor, MI 48106). Document availability changes over time and NCJRS cannot guarantee continued availability from publishers and distributors.

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NCJRS Document Loan Program
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RETAIL SECURITY

NATURE AND EXTENT OF THE PROBLEM

1. **D. L. ALTHEIDE, P. A. ADLER, P. ADLER, and D. A. ALTHEIDE. SOCIAL MEANINGS OF EMPLOYEE THEFT (FROM CRIME AT THE TOP—DEVIANCE IN BUSINESS AND THE PROFESSIONS, 1978 BY JOHN M JOHNSON AND JACK D DOUGLAS—SEE NCJ-47130).** J B LIPPINCOTT, EAST WASHINGTON SQUARE, PHILADELPHIA PA 19105. 35 p. 1978. **NCJ-47132**

EMPLOYEE THEFT IS DEFINED AS PILFERING, CHISELING, AND EMBEZZLEMENT; REASONS WHY EMPLOYEES STEAL FROM THEIR EMPLOYERS ARE EXAMINED. THE FOCUS IS ON THE EMPLOYEES' RATIONALE AND JUSTIFICATIONS. PREVIOUS STUDIES REGARDING MANAGEMENT MENTALITY, PATTERNS OF INDUSTRIAL BUREAUCRACY, AND BLUE-COLLAR THEFT ARE REVIEWED FOR CONSISTENCY WITH THE PRESENT STUDY. AN EXAMINATION OF THE HISTORICAL AND SOCIOLOGICAL ASPECTS OF EMPLOYEE THEFT IS UNDERTAKEN: PRACTICES TYPICAL OF 17TH CENTURY ENGLAND ARE CHARACTERIZED AS EXPECTED 'IN KIND' EXTRAS SUPPLEMENTAL TO OBJECTIVE DOLLAR OR MATERIAL EARNINGS. THE PERVASIVE QUALITY OF SUCH ATTITUDES AND REASONS WHY SOCIALIZATION INTO THE WORK FORCE PROMOTES THE WAGES-IN-KIND NOTION ARE EXAMINED. IN ADDITION TO INCOME SUPPLEMENTATION, EMPLOYEE THEFT MAY ALSO GROW OUT OF NEEDS FOR REVENGE AND DIGNITY; THE EFFECT ON EMPLOYEE THEFT OF A BELIEF IN THE EQUALITY OF WORKERS AND EMPLOYERS IS DISCUSSED. THE ROLE OF WORK-GROUP LOYALTY IS ALSO EXAMINED IN TERMS OF THE WORK GROUP'S ABILITY TO PROMOTE AND LIMIT THE NATURE AND EXTREMES OF EMPLOYEE THEFT. ASPECTS OF JUSTIFICATION AND DEGREES OF AWARENESS REGARDING EMPLOYEE THEFT AS A 'REAL' CRIME ARE ALSO EXPLORED; THE PERCEIVED VARIANCE BETWEEN THEFT FROM A LARGE CORPORATION OR A RETAIL CHAIN AND SMALLER, SINGLE-SITE OPERATIONS IS DISCUSSED, AS ARE THE SELECTIVE PERCEPTIONS BETWEEN EMPLOYEE THEFT AND STREET CRIME, AND THE CHANGES IN EMPLOYEE ATTITUDE THAT ACCOMPANY PROMOTION TO MANAGERIAL OR SUPERVISORY POSITIONS. IT IS CONCLUDED THAT A LONG TRADITION EXISTS FOR WORKERS ACCEPTING AND ACTUALLY EXPECTING WAGES-IN-KIND; THAT THE ATTITUDE PERSISTS THAT WHILE ONE MUST WORK FOR A LIVING, ONE NEED NOT ACCEPT THE IMPOSED DEFINITION OF ONE'S WORTH AS INDICATED BY TASK OR OCCUPATION, AND THAT A SYNTHESIS OF LOW JOB STATUS WITH PERSONAL REGARD IS ACCOMPLISHED THROUGH EMPLOYEE THEFT; THAT THE PRESSURES OF WORK-GROUP NORMS AND STANDARDS CAN BOTH PROMOTE AND RESTRICT THEFT; AND FINALLY, THAT WORKERS PURSUE THEIR TASKS AND COLLECT THEIR WAGES-IN-KIND AS A PART OF A GENERAL LIFE SCHEME THAT MAKE SENSE TO THEM. SELECTED REFERENCES ARE INCLUDED.

2. **AMERICAN MANAGEMENT ASSOCIATION, 135 WEST 50TH STREET, NEW YORK NY 10020. AMERICAN MANAGEMENT ASSOCIATION'S CRIMES AGAINST BUSINESS PROJECT—BACKGROUND, FINDINGS AND RECOMMENDATIONS.** 10 p. 1977. **NCJ-44920**

A COST OF $30-$40 BILLION A YEAR IS ESTIMATED FOR CRIME AGAINST BUSINESS, AND A THREE-POINT PROGRAM OF EDUCATION AND TRAINING FOR BUSINESSMEN AND DETERRENCE PLUS 'DEMOTIVATION' IS RECOMMENDED. ALTHOUGH THE EXACT FIGURE IS OPEN TO DISPUTE, THIS PROJECT FOUND THAT CRIMES AGAINST BUSINESS COST BETWEEN $30 TO $40 BILLION A YEAR IN 1975. THE INDIRECT COSTS IN THE FORM OF HIGHER PRICES AND CLOSING OF FIRMS NO LONGER ABLE TO ABSORB SUCH COSTS ARE EVEN HIGHER. A CONSERVATIVE ESTIMATE IS THAT 15 PERCENT OF THE RETAIL COST OF MERCHANDISE IS DUE TO SUCH NONVIOLENT CRIME, WITH ESTIMATES AS HIGH AS 30 PERCENT OF TOTAL COST FOR SOME CATEGORIES OF MERCHANDISE. IT HAS BEEN SUGGESTED THAT AS MANY AS 20 PERCENT OF FIRMS WHICH GO OUT OF BUSINESS EVERY YEAR DO SO BECAUSE OF CRIMES COMMITTED AGAINST THEM BY THEIR OWN EMPLOYEES. THESE LOSSES ARE GROWING AT A RATE OF 10 PERCENT A YEAR. EMPLOYEE PILFERAGE AND COMMERCIAL BRIBERY (KICKBACKS) ARE THE MOST EXPENSIVE CRIMES, ESTIMATED AT $3.5 TO $10 BILLION ANNUALLY. SECURITIES THEFT AND FRAUD IS THIRD AT ABOUT $5 BILLION, WHILE EMBEZZLEMENT ACCOUNTS FOR $4 BILLION. BURGLARY AND VANDALISM TIE FOR FIFTH PLACE WITH $2.5 BILLION. SHOPLIFTING AND INSURANCE FRAUD ACCOUNT FOR $2 BILLION, ARSON FOR $1.3 BILLION, AND CHECK FRAUD FOR $1-2 BILLION. CREDIT CARD FRAUD IS AN ESTIMATED ONE-HALF BILLION DOLLARS A YEAR. COMPUTER CRIME IS INCLUDED AS A MODUS OPERANDI IN THESE FIGURES, BEING USED FOR MANY DIFFERENT TYPES OF CRIME. THE STUDY FOUND THAT CURRENT METHODS OF COMPILING CRIME FIGURES ARE INADEQUATE FOR ECONOMIC CRIMES AND THAT POLICE AND PROSECUTORS ARE OFTEN ILL-PREPARED TO HANDLE SUCH CRIMES. AS A RESULT, LARGE BUSINESSES ARE SETTING UP THEIR OWN PROSECUTING ORGANIZATIONS. THE STUDY RECOMMENDS THREE TYPES OF ACTION PROGRAMS: DEFENSIVE PROGRAMS TO MAKE ASSETS MORE DIFFICULT TO STEAL, DETERRENT PROGRAMS TO MAKE THEM MORE COSTLY TO STEAL, AND 'DEMOTIVATION' PROGRAMS TO EDUCATE THE PUBLIC ABOUT THE COSTS TO CONSUMERS OF BUSINESS CRIME. DEFENSIVE PROGRAMS INCLUDE TRAINING

FOR SMALL AND MEDIUM SIZE BUSINESSES AND LOCAL CRIMINAL JUSTICE AGENCIES. DETERRENT PROGRAMS WOULD INCLUDE DEVELOPMENT OF SPECIALIZED ECONOMIC CRIME UNITS WITHIN THE OFFICES OF DISTRICT ATTORNEYS AND ARSON TASK FORCES. RESEARCH IS NEEDED ON VARIOUS ASPECTS OF BUSINESS CRIME; NATIONAL DATA BASE FOR SUCH CRIME IS ALSO RECOMMENDED.

Availability: NCJRS MICROFICHE PROGRAM.

3. **AMERICAN SOCIETY FOR INDUSTRIAL SECURITY, 2000 K STREET, NW, WASHINGTON DC 20006. SHOPLIFTING KEEPS PACE WITH INFLATION.** *SECURITY MANAGEMENT,* V 22, N 7 (JULY 1978), P 27-30, 50. **NCJ-49178**

RESULTS OF A SURVEY ON SHOPLIFTING IN 1977 ARE REPORTED AND COMPARED WITH A 1966 SURVEY. RECOMMENDATIONS FOR PREVENTING SHOPLIFTING ARE PROVIDED. THE SURVEY WAS BASED ON 21,947 APPREHENSIONS REPORTED DURING 1977 FROM THE FOLLOWING SOURCES: 692 SUPERMARKETS REPORTING 16,255 CASES; 113 DRUG STORES REPORTING 3,927 CASES; AND 52 DISCOUNT STORES REPORTING 1,765 CASES. FROM 1966 THROUGH THE 1977 SURVEY, THE AVERAGE NUMBER OF ARTICLES RECOVERED PER APPREHENSION REMAINED AT AROUND THREE; HOWEVER, A STEADY RISE HAS BEEN RECORDED IN THE VALUE OF THE MERCHANDISE RECOVERED, EXPLAINABLE IN PART BY INFLATION. LESS THAN ONE PERCENT OF THE PERSONS APPREHENDED IN 1977 WERE CONSIDERED PROFESSIONAL SHOPLIFTERS. IT IS ARGUED THAT THE HUGE LOSSES BEING SUSTAINED THROUGH SHOPLIFTING ARE DUE TO AVERAGE PERSONS IN LARGE NUMBERS TAKING SMALL AMOUNTS OF MERCHANDISE. IN 1966, INDIVIDUALS UNDER 30 YEARS OF AGE COMPRISED 60.8 PERCENT OF THE SHOPLIFTERS APPREHENDED; BY 1977 THE FIGURE HAD INCREASED TO 70.2 PERCENT. FOLLOWING SUGGESTIONS ARE OFFERRED AS MEANS OF CONTROLLING SHOPLIFTING: MOTIVATE AND TRAIN STORE PERSONNEL IN THE PREVENTION OF SHOPLIFTING; UTILIZE TRAINED SECURITY PERSONNEL WHO ACT AS PUBLIC RELATIONS REPRESENTATIVES AS WELL AS ENFORCEMENT OFFICERS; OBSERVATION BOOTHS WITH SECURITY MIRRORS AND COMMUNICATION FACILITIES; IMPLEMENT A DYNAMIC LOSS PREVENTION PROGRAM WHICH IS FUNCTIONAL AND CONSISTENT WITH MERCHANDISING PHILOSOPHY, FORMULATE A WRITTEN POLICY PERTAINING TO ALL SHOPLIFTING PROCEDURES, AND PROVIDE IT TO THE POLICE OPERATING IN THE STORE'S JURISDICTION; AND OPEN COMMUNICATIONS BETWEEN SECURITY SUPERVISORS AND LAW ENFORCEMENT OFFICIALS. COMPARISON DATA ARE PROVIDED FOR BOTH SURVEYS.

4. **A. P. BARTEL. DEMAND FOR PRIVATE PROTECTION.** 207 p. 1974. **NCJ-25180**

DISSERTATION WHICH CONSIDERS THE DETERMINANTS OF THE DEMAND FOR PRIVATE GUARDS, PROTECTIVE SERVICES, AND EQUIPMENT BY FIRMS. ALSO EXPLORED IS THE EFFECT OF BUSINESS LOSSES FROM CRIME, PUBLIC PROTECTION EXPENDITURES, AND THE AVAILABILITY OF INSURANCE ON THIS DEMAND. A MODEL IS PRESENTED OF A FIRM THAT PRODUCES TWO GOODS: 1) A PRODUCT WHICH IT SELLS IN THE MARKET AND 2) SELF-PROTECTION. THE FIRM IS SHOWN TO HIRE MORE GUARDS IN RESPONSE TO, AMONG OTHER THINGS, AN INCREASE IN THE ENDOWED LOSS, AN INCREASE IN THE ENDOWED PROBABILITY, AND A DECREASE IN THE WAGE RATE OF GUARDS. IN CHAPTER III, THE DATA SOURCE, THE SMALL BUSINESS ADMINISTRATION'S (SBA) SURVEY OF CRIME AGAINST BUSINESS, IS DESCRIBED AND THE METHODS OF PROXYING THE UNOBSERVED ENDOWED LOSS AND ENDOWED PROBABILITY ARE EXPLAINED. CHAPTER IV PRESENTS THE RESULTS OF TESTING THE THEORETICAL MODEL ON THE SBA DATA. THE RESULTS SUPPORT MOST OF THE HYPOTHESES PRESENTED IN CHAPTER II. IN CHAPTER V, THE SBA DATA ARE USED TO TEST WHAT FACTORS, HOLDING PROTECTION EXPENDITURES CONSTANT, PREDICT WHETHER OR NOT A FIRM WILL BE VICTIMIZED AND WHAT FACTORS DETERMINE THE SIZE OF THE LOSS IT WILL INCUR. CHAPTER VI SUMMARIZES THE EMPIRICAL FINDINGS AND CONCLUSIONS. (AUTHOR ABSTRACT MODIFIED)

Supplemental Notes: DISSERTATION—COLUMBIA UNIVERSITY.

Sponsoring Agency: US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531.

5. **BURNS SECURITY INSTITUTE, BRIARCLIFF MANOR, NEW YORK NY 10510. NATIONAL SURVEY ON SHOPPING CENTER SECURITY.** 44 p. 1978. **NCJ-47831**

A SURVEY OF SECURITY PROBLEMS AND MEASURES IN 263 SHOPPING CENTERS ACROSS THE COUNTRY IS DOCUMENTED. RESPONDENTS TO THE 74-POINT QUESTIONNAIRE INCLUDED LARGE AND SMALL CENTERS IN URBAN AND SUBURBAN COMMUNITIES. OVER A 5-YEAR PERIOD, SECURITY PROBLEMS HAD INCREASED FOR 21.7 PERCENT OF THE MALLS, DECREASED FOR 31.3 PERCENT, AND REMAINED ABOUT THE SAME FOR 47 PERCENT. NEARLY ALL (97.3 PERCENT) OF THE MALLS EMPLOYED GUARDS (51.4 PERCENT INHOUSE, 38.9 PERCENT CONTRACT, 32.4 PERCENT OFF-DUTY POLICE). ON-PREMISES MONITORED ALARM SYSTEMS (TWO-WAY RADIO, PUBLIC ADDRESS SYSTEM, CLOSED CIRCUIT TELEVISION) WERE REPORTED BY 75.9 PERCENT OF THE RESPONDENTS. OFF-PREMISES MONITORED ALARM SYSTEMS (41.8 PERCENT CENTRAL STATION, 26.4 PERCENT FIRE STATION, 21.4 PERCENT POLICE STATION) WERE ALSO REPORTED. THE TOP THREE SECURITY PROBLEMS WERE SHOPLIFTING, LOITERING, AND VANDALISM. THE TOP THREE SECURITY SOLUTIONS WERE BETTER GUARDS, BETTER TENANT COOPERATION, AND BETTER POLICE COOPERATION. A NARRATIVE OVERVIEW OF THE SURVEY FINDINGS IS ACCOMPANIED BY GRAPHS DEPICTING MAJOR FINDINGS AND BY A QUESTION-BY-QUESTION ANALYSIS OF RESPONSES.

Availability: NCJRS MICROFICHE PROGRAM.

6. **COMMERCIAL SERVICE SYSTEMS, INC, P O BOX 3307, VAN NUYS CA 91407. SHOPLIFTING—A TWELVE YEAR REVIEW—1966-1977.** 14 p. 1977. **NCJ-61469**

A 1966-77 REVIEW OF SHOPLIFTING SHOWS THAT THE PATTERNS OF METHOD, TIME, OPPORTUNITY, AND SEX REMAIN THE SAME, WITH AVERAGE VALUES STOLEN KEEPING PACE WITH INFLATION, AND WITH AMOUNT OF PROSECUTION VARYING. THE METHODS OF SHOPLIFTING INCLUDED HIDING STOLEN ITEMS IN POCKETS OR PURSES, WITH ONLY A MINORITY OF PERSONS USING PRICE SWITCHING, AT LEAST IN PART BECAUSE OF ADEQUATE PRECAUTIONS TAKEN BY RETAIL OUTLETS. MOST SHOPLIFTERS WERE ORDINARY CITIZENS WHO USED ORDINARY AND OBVIOUS METHODS TO STEAL. BECAUSE SHOPLIFTERS WERE ALWAYS PRESENT IN STORES, THE TOTAL VALUE STOLEN WAS GREAT, EVEN THOUGH THE AVERAGE NUMBER OF ITEMS STOLEN WAS ONLY 3.2. PROSECUTION OF ADULT SHOPLIFTERS ROSE AND THEN DECLINED TO ALMOST THE 1967 LEVEL BY 1977. THE NUMBER OF JUVENILE SHOPLIFTERS, HOWEVER, WAS ON THE INCREASE. THE AGE GROUP MOST LIKELY TO STEAL CHANGED FROM AGES 12-17 BETWEEN 1966 AND 1974 TO AGES 18-29 BETWEEN 1975 AND 1977. DISTRIBUTION BY MONTH RANGED FROM A LOW IN SEPTEMBER TO A HIGH IN MAY, BY WEEK FROM A LOW ON SUNDAY TO A HIGH ON BOTH MONDAY AND FRIDAY, AND BY TIME OF DAY. DISTRIBUTION WAS HIGHEST BETWEEN LATE AFTERNOON AND EARLY EVENING. SUGGESTIONS INCLUDE INCREASED SECURITY MEASURES IN THE STORES WITH BOTH PERSONNEL AND EQUIPMENT, AND MORE EXPLICITLY DISPLAYED INFORMATION ON SHOPLIFTING POLICIES. TABLES SUMMARIZE ALL SURVEY DATA AND COMPARE ACTIVITY BY SEX AND AGE, AND WITHIN THOSE CATEGORIES INDICATE THE NUMBER OF SHOPLIFTERS RELEASED, THE TIME THAT SHOPLIFTING OCCURRED, METHOD OF OPERATION, AND AVERAGE VALUE OF MERCHANDISE STOLEN.

Supplemental Notes: FIFTEENTH ANNUAL SURVEY.

7. **W. C. CUNNINGHAM and P. J. GROSS. CRIMES AGAINST BUSINESS—HARD FACTS ARE HARD TO FIND.** AMERICAN SOCIETY FOR INDUSTRIAL SECURITY, 2000 K STREET, NW, WASHINGTON DC 20006. *SECURITY MANAGEMENT,* V 23, N 12 (DECEMBER 1979), P 18-19, 21-22, 25-26, 28. **NCJ-63305**

TO AID IN BUSINESS CRIME PREVENTION, THIS ARTICLE ANALYZES THE AVAILABLE LITERATURE FOR DATA ON THE COSTS OF SUCH CRIME, BUSINESS RESPONSE TO CRIME, AND TYPES OF ECONOMIC CRIME. THE LITERATURE SEARCH EXAMINED ECONOMIC CRIME IN GENERAL, SPECIFIC NONVIOLENT CRIMES (I.E., EMBEZZLEMENT, PILFERAGE, CREDIT CARD FRAUD, INSURANCE FRAUD), AND THE QUALITY OF LITERATURE FOUND IN THE DATA BASES OF VARIOUS REFERENCE SERVICES AND PRIVATE SECURITY SOURCES. THE PREDOMINANT TOPICS FOUND IN RECENT BUSINESS AND LEGAL PUBLICATIONS ARE COMPUTER-RELATED CRIMES, BRIBERY, AND MANAGEMENT FRAUD. A SIGNIFICANT PORTION OF THE LITERATURE ORIGINATES FROM THE ACADEMIC; OTHER SOURCES ARE CRIMINAL JUSTICE AGENCIES AND THE GOVERNMENT. BARRIERS TO COMPREHENSIVE RESEARCH ON ECONOMIC CRIME AND THE DEVELOPMENT OF TESTED PREVENTIVE STRATEGIES INCLUDE (1) THE ABSENCE OF A SINGLE SOURCE FROM WHICH TO OBTAIN A THOROUGH ANALYSIS, (2) THE INAPPLICABILITY OF SOME MATERIALS FOR THE GENERAL BUSINESS COMMUNITY, AND (3) THE LACK OF A MECHANISM FOR DISTRIBUTING THE INFORMATION TO THE PROPER ORGANIZATIONS OR INDIVIDUALS. STATISTICAL DATA ILLUSTRATE THE ESTIMATED COSTS OF CRIME AGAINST BUSINESS BY TYPE OF CRIME AND BY BUSINESS SECTOR. THE STATISTICS IN THE LITERATURE OFTEN LACK SOURCES OR REFERENCES AND ARE OFTEN AT VARIANCE WITH EACH OTHER. IF PUBLIC AND PRIVATE ORGANIZATIONS ARE TO ALLOCATE THEIR RESOURCES EFFECTIVELY, VALID ESTIMATES ARE NECESSARY. RECOMMENDATIONS FROM THE AMERICAN MANAGEMENT ASSOCIATION STRESS THIS POINT. MEASURING THE TOTAL COSTS OF BUSINESS CRIME PREVENTION EFFORTS IS DIFFICULT AND REQUIRES FURTHER RESEARCH. FINALLY, THE LITERATURE SHOWS THAT EMPLOYEE-COMMITTED CRIMES ARE MORE COSTLY AND FREQUENT THAN NONEMPLOYEE CRIMES. THEIR PREVENTION ENTAILS AN EFFECTIVE SYSTEM OF INTERNAL ACCOUNTING CONTROLS, SECURITY PROCEDURES, AND THE SUPPORT OF LABOR AND MANAGEMENT. OVERALL, THE DIFFICULTY IN OBTAINING AND IDENTIFYING THE AVAILABLE LITERATURE AS WELL AS THE GAPS IN THESE MATERIALS CALLS FOR BETTER ORGANIZATION AND DISSEMINATION OF INFORMATION AND IMPROVEMENT OF THE QUALITY OF KNOWLEDGE ON ECONOMIC CRIME.

Availability: UNIVERSITY MICROFILMS, 300 NORTH ZEEB ROAD, ANN ARBOR MI 48106; AMERICAN SOCIETY FOR INDUSTRIAL SECURITY, 2000 K STREET, NW, WASHINGTON DC 20006.

8. **D. S. DAVID. BUSINESSMAN IN A BLACK GHETTO.** COLUMBIA UNIVERSITY SCHOOL OF SOCIAL WORK; HARVARD UNIVERSITY LAW SCHOOL, LANGDELL HALL, CAMBRIDGE MA 02138. 50 p. 1972. **NCJ-29817**

THIS PAPER EXAMINES SEVERAL ASPECTS OF BUSINESSES IN THE BEDFORD-STUYVESANT/FORT GREENE SECTION OF BROOKLYN IN AN INVESTIGATION OF THE STEREOTYPE OF A HIGH DEGREE OF VULNERABILITY TO CRIME OF BUSINESSES IN THE GHETTO. DATA PRESENTED IN THIS REPORT IS BASED ON THE RESPONSES OF 50 OWNERS AND MANAGERS OF AREA MANUFACTURING, SERVICE, AND RETAIL BUSINESSES. DEMOGRAPHIC INFORMATION ON THE BUSINESSMEN IS PRESENTED FIRST, FOLLOWED BY AN ANALYSIS OF THE REASONS RESPONDENTS GAVE FOR HAVING A BUSINESS IN THE AREA. THE CENTRAL FOCUS OF THIS PAPER IS THE EXPERIENCE OF THIS GROUP WITH CRIME—THEIR VICTIMIZATION, PERCEPTION OF CRIME, AND PROTECTIVE MEASURES TAKEN. ALSO INVESTIGATED IS THE RELATIONSHIP PERCEIVED BETWEEN CRIME AND DRUG USE IN THE GHETTO. THE LAST SECTION OF THIS PAPER DEALS WITH THE DIFFERENCES BETWEEN BLACK AND WHITE BUSINESSMEN AND THE EFFECT OF THESE DIFFERENCES ON ATTITUDES AND BEHAVIORS. SURVEY RESULTS SHOWED THAT AREA BUSINESSES TEND TO BE STABLE AND THAT A LARGE MINORITY OF BUSINESSMEN LIKED THE AREA BETTER THAN OTHER PARTS OF NEW YORK CITY. AMONG RETAILERS AND SERVICE MERCHANTS, FEELING PART OF THE COMMUNITY WAS THE MOST COMMONLY GIVEN REASON FOR HAVING A BUSINESS IN THE AREA. MANUFACTURERS STRESSED THE AVAILABILITY OF EMPLOYEES AS THEIR PRIMARY CONSIDERATION. NINETY-TWO PERCENT OF THE BUSINESSMEN REPORTED ONE OR MORE INCIDENTS OF VICTIMIZATION, WHILE 90 PERCENT REPORTED TAKING ONE OR MORE PROTECTIVE MEASURES BECAUSE OF CRIME IN THE AREA. ABOUT HALF OF THE BUSINESSMEN BELIEVED THAT MUCH OF THE CRIME AGAINST THEIR BUSINESSES WAS COMMITTED BY ADDICTS. BLACKS INDICATED THAT THEY HAD BUSINESSES IN THE AREA BECAUSE THEY FELT A PART OF THE COMMUNITY, IT WAS CONVENIENT TO HOME, AND THEY LIKED THE AREA. WHITES HAD BUSINESSES IN THE AREA BECAUSE BUSINESSES WERE ALREADY WELL-ESTABLISHED, AND BECAUSE THEY SAW OPPORTUNITIES IN THE AREA, PAID LESS RENT THAN ELSEWHERE, HAD A SOURCE OF AVAILABLE EMPLOYEES, HAD A GREATER VOLUME OF BUSINESS, AND WERE CLOSER TO THE SOURCE OF SUPPLIES. WHITES WERE MORE LIKELY TO BE VICTIMIZED FOUR TO NINE TIMES IN A YEAR THAN BLACKS—63 PERCENT COMPARED TO 48 PERCENT. IN ADDITION, MORE WHITE THAN BLACK BUSINESSMEN PERCEIVED CRIME IN THE AREA AS HIGH (50 PERCENT AS COMPARED TO 19 PERCENT).

Sponsoring Agency: US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531.

Availability: NCJRS MICROFICHE PROGRAM.

9. **R. S. EDWARDS. CRIMES AGAINST BUSINESS—THE COST OF SECURITY.** US DEPARTMENT OF COMMERCE INDUSTRY AND TRADE ADMINISTRATION BUREAU OF DOMESTIC BUSINESS DEVELOPMENT, WASHINGTON, DC. 20 p. 1978. **NCJ-48453**

THE SIZE, COST, AND GROWTH OF PRIVATE SECURITY FORCES MAINTAINED TO REDUCE THE ESTIMATED $30 BILLION COST OF CRIMES AGAINST BUSINESS IN 1976 ARE DISCUSSED. TWO TABLES PROVIDE A DETAILED BREAKDOWN OF FINANCIAL AND HUMAN RESOURCES ALLOCATION IN THE FIELD OF PRIVATE BUSINESS SECURITY. ONE TABLE PRESENTS PUBLIC AND PRIVATE SECURITY EXPENDITURES AND EMPLOYMENT, AND THE OTHER PROVIDES SUMMARY DATA ON A RAND CORPORATION STUDY. EXTENSIVE FOOTNOTES ARE PROVIDED FOR BOTH TABLES. TOTAL PUBLIC AND PRIVATE SECURITY COSTS IN 1976 ARE ESTIMATED AT $20 BILLION AS COMPARED TO A 1969 COST OF NEARLY $9 BILLION. FULL-TIME PERSONNEL EXCEEDED 1 MILLION AS COMPARED TO 800,000 IN 1969. TOTAL NUMBER OF PERSONNEL (PART-TIME AND ADMINISTRATIVE/CLERICAL) CANNOT BE DETERMINED BECAUSE OF GAPS IN THE DATA. TOTAL 1976 COST OF SECURITY SERVICES AND EQUIPMENT IS ESTIMATED AT $5.9 BILLION. IN-HOUSE PERSONNEL PERFORM PRIMARILY GUARD AND DETECTIVE SERVICES. CONTRACT AGENCIES MAY PROVIDE ONE OR MORE OF THE FOLLOWING SERVICES: GUARDS, DETECTIVES, ALARM SERVICES, AND ARMORED CAR ESCORT. BETWEEN 1969 AND 1976 TOTAL EMPLOYMENT FOR PUBLIC AND PRIVATE SECURITY FORCES ROSE 3.8 PERCENT PER ANNUM AND TOTAL EXPENDITURES ROSE 12.2 PERCENT PER ANNUM. PRIVATE SECTOR GROWTH IN EMPLOYMENT AND EXPENDITURES WAS SLIGHTLY LOWER THAN FOR THE PUBLIC SECTOR. IN THE PRIVATE SECTOR, GROWTH IN CONTRACT SERVICES EXCEEDED GROWTH IN IN-HOUSE SERVICES. THERE WAS A SIGNIFICANT GROWTH IN THE NUMBER OF PRIVATE GUARDS AND WATCHMEN, BUT NOT IN THE NUMBER OF PRIVATE POLICE AND DETECTIVES. DIFFERENCES BETWEEN THE TWO MAJOR DATA SOURCES ARE BRIEFLY DISCUSSED. A BIBLIOGRAPHY OF SOURCES ADDRESSING ADDITIONAL ASPECTS OF SECURITY, PARTICULARLY PREVENTIVE SECURITY, IS ALSO PROVIDED. THESE ADDITIONAL SOURCES COVER SUCH TOPICS AS PERSONNEL TRAINING AND EVALUATION, SECURITY EQUIPMENT, PRIVATE SECURITY LICENSING AND REGULATIONS, RELATIONSHIPS

BETWEEN THE PUBLIC AND PRIVATE SECURITY SECTORS, AND EFFECTS OF PROTECTIVE SECURITY COSTS ON PRODUCTIVITY.
Availability: NCJRS MICROFICHE PROGRAM.

10. **FEDERAL BUREAU OF INVESTIGATION, WASHINGTON DC 20535. UNIFORM CRIME REPORTS FOR THE UNITED STATES, 1977.** 317 p. 1978. **NCJ-51706**

POLICE STATISTICS FOR 1977 CONTRIBUTED BY STATE AND LOCAL LAW ENFORCEMENT AGENCIES NATIONWIDE ARE PRESENTED FOR THE CATEGORIES: CRIME INDEX, CRIMES CLEARED, PERSONS ARRESTED, PERSONS CHARGED, AND LAW ENFORCEMENT PERSONNEL. THE UNIFORM CRIME REPORTING (UCR) PROGRAM PROVIDES A PERIODIC, NATIONWIDE ASSESSMENT OF CRIME BASED ON THE COOPERATIVE SUBMISSION OF DATA ON A REGIONAL BASIS. POLICE, SHERIFFS, AND STATE POLICE REPORT THE NUMBER OF MONTHLY OFFENSES THAT OCCUR IN THEIR REGIONS IN THE FOLLOWING CATEGORIES: MURDER AND NONNEGLIGIBLE MANSLAUGHTER, MANSLAUGHTER BY NEGLIGENCE, FORCIBLE RAPE, ROBBERY, ASSAULT, BURGLARY, LARCENY-THEFT, AND MOTOR VEHICLE THEFT. ARREST DATA ARE REPORTED MONTHLY FOR BOTH UCR PART I AND PART II OFFENSES BY CRIME CATEGORY, AND THE INFORMATION INCLUDES AGE, SEX, AND RACE OF PERSONS ARRESTED. ALONG WITH STATISTICS, THE REPORT INCLUDES DISCUSSIONS OF VOLUME, TRENDS, AND THE NATURE OF CRIMES BY CRIME TYPE. STATISTICS ON CRIMES AGAINST BUSINESSES--BURGLARY, ROBBERY, AND SHOPLIFTING--ARE INCLUDED IN THE REPORT. DATA ON LAW ENFORCEMENT PERSONNEL CONSIDER THE NUMBER AND SEX OF OFFICERS WORKING IN TOWNS, CITIES, AND REGIONS. INFORMATION IS ALSO INCLUDED ON NUMBERS OF LAW ENFORCEMENT OFFICERS ASSAULTED OR KILLED IN 1977, AND TYPE OF ACTIVITY PERFORMED BY OFFICERS WITHIN ASSIGNMENT DESIGNATIONS. A USER'S GUIDE AND AN EXPLANATION OF CRIME DESIGNATIONS ARE APPENDED.

Availability: GPO Stock Order No. 027-001-00020-3; NCJRS MICROFICHE PROGRAM.

11. **S. E. FEIN and A. M. MASKELL. SELECTED CASES ON THE LAW OF SHOPLIFTING.** 89 p. 1975. **NCJ-29160**

GUIDELINES IN MATTERS OF APPREHENSION, INTERROGATION AND LEGAL IMPLICATIONS IN SHOPLIFTING. A NUMBER OF REPRESENTATIVE COURT DECISIONS SHOW VARIOUS FACTUAL SITUATIONS ARISING FROM SHOPLIFTING INCIDENTS AND THE RESULTS OF THE LEGAL PROCESSES INVOLVED. WITH FALSE ARREST BEING A FREQUENT CONCERN, SECURITY AND STORE PERSONNEL MUST KNOW THE LIMITS OF THEIR ACTION IN DEALING WITH SHOPLIFTING. THIS BOOK ENABLES SUCH PERSONNEL TO DEVELOP AN AWARENESS OF THE CONSEQUENCES OF THEIR ACTIONS IN A COURT OF LAW. (AUTHOR ABSTRACT)

Availability: CHARLES C THOMAS, 301-327 EAST LAWRENCE AVENUE, SPRINGFIELD IL 62717.

12. **D. B. FRANCIS. SHOPLIFTING—THE CRIME EVERYBODY PAYS FOR.** ELSEVIER/NELSON, 2 PARK AVENUE, NEW YORK NY 10016. 128 p. 1979. **NCJ-64864**

SHOPLIFTING IS EXAMINED FROM THE PERSPECTIVES OF THE SHOPLIFTER AND THE BUSINESS COMMUNITY; STUDIES OF SHOPLIFTING PATTERNS, THE ROLE OF SECURITY PERSONNEL, AND THE USES OF SECURITY DEVICES ARE NOTED. SHOPLIFTING IS COMMITTED BY ALL KINDS OF PEOPLE; A WASHINGTON, D.C., STUDY SHOWS THAT THE PRIMARY SHOPLIFTERS APPREHENDED ARE TEENAGERS (45 PERCENT) AND HOUSEWIVES (25 PERCENT). COLLEGE STUDENTS CONSTITUTE 10 PERCENT OF THE TOTAL, WITH THE REMAINING 20 PERCENT CONSISTING OF SCHOOLCHILDREN, RETIRED PERSONS, PROFESSIONAL SHOPLIFTERS, AND LABORERS. TEENAGERS STEAL BECAUSE OF PEER PRESSURE, AND ADULTS COMMIT THEFT OUT OF A DEEP-SEATED, IRRATIONAL NEED TO BE PUNISHED. TO SUCCESSFULLY APPREHEND SHOPLIFTERS, SECURITY PERSONNEL OR RETAILERS MUST (1) ENSURE THAT SHOPLIFTERS HAVE THE ARTICLES IN THEIR POSSESSION, THAT THE MERCHANDISE BELONGS TO THE STORE, AND THAT IT IS OFFERED FOR SALE; AND (2) PROVE THAT SHOPLIFTERS INTENDED TO CONVERT THE MERCHANDISE TO THEIR OWN USE OR TO DEPRIVE THE RIGHTFUL OWNER OF IT. A FICTIONAL ACCOUNT OF A TYPICAL SHOPLIFTING APPREHENSION ILLUSTRATES ACTION TAKEN BY THE JUSTICE SYSTEM IN THEFT CASES. THE DUTIES OF SUCH SECURITY PERSONNEL AS UNIFORMED AND ARMED GUARDS AND PLAINCLOTHES DETECTIVES ARE DESCRIBED, INCLUDING AN ACCOUNT OF 1 HOUR'S ACTIVITIES IN THE OFFICE OF A SECURITY SUPERVISOR IN A NEW YORK CITY DEPARTMENT STORE. DISCUSSIONS OF PROTECTIVE DEVICES AGAINST SHOPLIFTING INCLUDE GLASS CASES THAT LOCK, NOISE ALARMS AT LOCKED EXITS, CLOSED CIRCUIT TELEVISION, DOUBLE PRICETAG SYSTEMS, AND ELECTRONIC DETECTION SYSTEMS. FINALLY, THE COMMUNITY CAN MOUNT A CAMPAIGN AGAINST SHOPLIFTING USING ANTISHOPLIFTING FILMS, PAMPHLETS, AND ADVERTISING SPOTS ON RADIO AND TELEVISION. A BIBLIOGRAPHY AND INDEX ARE INCLUDED.

Availability: ELSEVIER/NELSON, 2 PARK AVENUE, NEW YORK NY 10016.

13. **L. G. GUNN. COMMERCIAL ROBBERY IN A MEDIUM-SIZED CITY—COLUMBUS, GEORGIA—EQUIPMENT SYSTEMS IMPROVEMENT PROGRAM REPORT.** MITRE CORPORATION, P O BOX 208, BEDFORD MA 01730. 98 p. 1973. **NCJ-14958**

STUDY OF ARMED ROBBERY OF BUSINESS ESTABLISHMENTS USING THE SERIES OF EVENTS SURROUNDING THE CRIME AND THE ACTION AND REACTION OF THE PARTICIPANTS. THE PARTICIPANTS ARE THE OFFENDER, THE TARGET POPULATION OF BUSINESSES, AND THE POLICE. THE EVENTS INCLUDE THE ROBBER'S PERCEPTION OF OPPORTUNITY FOR COMMERCIAL ROBBERY, PLANNING OF THE OFFENSE, AND ITS EXECUTION. THE POLICE AND TARGET POPULATION'S COUNTERMEASURES TO THESE EVENTS AND THE PROCESSING OF APPREHENDED SUSPECTS ARE INCLUDED. BACKGROUND ON INFORMATION SOURCES AND RESEARCH, ENVIRONMENT, QUANTIFICATION OF COMMERCIAL ROBBERY, AND MOTIVATIONS OF THE MAJOR PARTICIPANTS ARE DISCUSSED. A SUMMARY OF FINDINGS IS INCLUDED AS ARE THREE APPENDIXES CONTAINING A SERIES OF BRIEF PROBLEM STATEMENTS BASED ON REPORT FINDINGS, SOURCES OF INFORMATION, SURVEY DETAIL, AND BEAT DESCRIPTIONS.

Sponsoring Agency: US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531.

Availability: NCJRS MICROFICHE PROGRAM.

14. **R. E. KRAUT. DETERRENT AND DEFINITIONAL INFLUENCES ON SHOPLIFTING.** SOCIETY FOR THE STUDY OF SOCIAL PROBLEMS. *SOCIAL PROBLEMS*, V 23, N 3 (FEBRUARY 1976), P 358-368. **NCJ-35401**

REPORT ON A STUDY OF THE CORRELATES OF SHOPLIFTING WHICH MIGHT INFLUENCE A SHOPPER'S DECISION TO STEAL, FOCUSING PRIMARILY ON THE SOCIAL PSYCHOLOGICAL VARIABLES SUGGESTED BY THE DETERRENCE. IN THE SPRING OF 1973, 1500 UNIVERSITY OF PENNSYLVANIA STUDENTS WHO LIVED IN CAMPUS HOUSING WERE SURVEYED ON THEIR INVOLVEMENT WITH AND REASONS FOR SHOPLIFTING. A TOTAL OF 606 STUDENTS RETURNED THE QUESTIONNAIRE. STUDY RESULTS REVEALED THAT BOTH PERCEPTIONS OF RISK AND DEFINITIONAL FACTORS, SUCH AS SELF-CONCEPT, SERVED AS CONSTRAINTS ON STEALING. OF THE STUDENTS WHO SHOPLIFTED, MOST REPORTED THAT THE LOW RISK OF APPREHENSION WAS AN IMPORTANT REASON FOR STEALING AND SAW THE LEAST RISK ASSOCIATED WITH STEALING, BOTH IN TERMS OF LIKELIHOOD OF APPREHENSION AND SEVERITY OF FORMAL AND ESPECIALLY INFORMAL SANCTION. APPREHENSION INCREASED THEIR ESTIMATE OF FORMAL RISK. SHOPLIFTERS ACCEPTED RESPONSIBILITY FOR THEIR BEHAVIOR, WHILE NON-SHOPLIFTERS, IMAGINING THEMSELVES STEALING, DENIED IT. HOWEVER, SHOPLIFTERS WHO HAD BEEN CAUGHT WERE MORE LIKELY TO TRY TO JUSTI-

FY THEIR BEHAVIOR. A LIST OF REFERENCES IS INCLUDED. (AUTHOR ABSTRACT MODIFIED)

15. **D. H. MERRIAM. EMPLOYEE THEFT.** NATIONAL COUNCIL ON CRIME AND DELINQUENCY, CONTINENTAL PLAZA, 411 HACKENSACK AVENUE, HACKENSACK NJ 07601. 32 p. 1977. **NCJ-45214**

AN OVERVIEW OF THE LITERATURE ON THE DEFINITION, IDENTIFICATION, MEASUREMENT, ETIOLOGY, AND CONTROL OF EMPLOYEE THEFT IS PRESENTED. THE MAJOR OBSTACLE TO THE STUDY OF EMPLOYEE THEFT HAS BEEN THE ABSENCE OF ACCEPTABLE RESEARCH METHODS. PRINCIPAL RESEARCH NEEDS INCLUDE DETERMINATION OF THE EXTENT AND TYPES OF EMPLOYEE THEFT AND ANALYSIS OF FACTORS ASSOCIATED WITH THEFT. PENAL SANCTIONS FOR EMPLOYEE THEFT REFLECT THEIR PIECEMEAL DEVELOPMENT. A REVIEW OF THE TYPES OF EMPLOYEE THEFT REVEALS THE CONSIDERABLE VARIETY OF THEFT OBJECTS AND METHODS OF STEALING. THE EXTENT OF EMPLOYEE THEFT IS REFLECTED IN STATISTICS ON ITS ECONOMIC IMPACT AND ON THE DEGREE OF EMPLOYEE INVOLVEMENT. STUDIES OF PERSONAL INFLUENCES IN THE ETIOLOGY OF EMPLOYEE THEFT SUGGEST THAT THE 'ROTTEN APPLE' APPROACH ALONE IS NOT PARTICULARLY HELPFUL. EXTERNAL INFLUENCES, PARTICULARLY ECONOMIC NEED, ARE CONSIDERED AN IMPORTANT CAUSAL FACTOR IN EMPLOYEE THEFT. WORKPLACE INFLUENCES IN EMPLOYEE THEFT INCLUDE OPPORTUNITY, DIFFERENTIAL ASSOCIATION, MANAGERIAL DISHONESTY, AND LOW JOB SATISFACTION. THE WORKPLACE APPEARS TO BE THE MOST FRUITFUL ORIENTATION FOR CAUSAL RESEARCH. STRATEGIES FOR CONTROLLING AND REDUCING THEFT LOSSES GENERALLY FALL INTO FOUR CATEGORIES: SCREENING OF APPLICANTS; PROCEDURES AND DEVICES TO MAKE THEFT MORE DIFFICULT OR APPREHENSION EASIER; IMPROVEMENT OF EMPLOYEE SATISFACTION; AND THE PROCESS OF APPREHENSION AND PROSECUTION.

Supplemental Notes: REPRINT FROM CRIMINAL JUSTICE ABSTRACTS, SEPTEMBER 1977.

Availability: NATIONAL COUNCIL ON CRIME AND DELINQUENCY, CONTINENTAL PLAZA, 411 HACKENSACK AVENUE, HACKENSACK NJ 07601.

16. **US CONGRESS HOUSE COMMITTEE ON SMALL BUSINESS, WASHINGTON DC 20510. CRIME AND ITS EFFECT ON SMALL BUSINESS—HEARINGS BEFORE THE HOUSE SUBCOMMITTE ON SPECIAL SMALL BUSINESS PROBLEMS, 95TH CONGRESS, 1ST SESSION, APRIL 21, 28; JUNE 16, AND JULY 30, 1977.** 180 p. 1977. **NCJ-54168**

TESTIMONY PRESENTED DURING 4 DAYS OF CONGRESSIONAL HEARINGS ON THE EFFECTS OF CRIME ON SMALL BUSINESSES IS RECORDED. THE HEARINGS WERE HELD BY THE U.S. HOUSE OF REPRESENTATIVES SUBCOMMITTEE ON SPECIAL SMALL BUSINESS PROBLEMS AS PART OF ITS INVESTIGATION OF BURGLARY, ROBBERY, VANDALISM, SHOPLIFTING, EMPLOYEE THEFT, BAD CHECKS, ARSON, STREET GANG INTIMIDATION, AND OTHER FORMS OF CRIME THAT AFFECT SMALL BUSINESSES. TESTIMONY IS PRESENTED BY THE DIRECTOR OF THE FEDERAL BUREAU OF INVESTIGATION, REPRESENTATIVES OF LOCAL LAW ENFORCEMENT AGENCIES, SECURITY CONSULTANTS, OWNERS OF SMALL BUSINESSES, AND REPRESENTATIVES OF FEDERAL AGENCIES AND NATIONAL ORGANIZATIONS. IN ADDITION TO RECORDED TESTIMONY, COPIES OF PREPARED STATEMENTS AND OTHER MATERIALS SUPPLIED FOR THE HEARING RECORD ARE PROVIDED. THE TESTIMONY CONCERNS BOTH THE NATURE AND EXTENT OF CRIMES AGAINST SMALL BUSINESSES, AND EXAMPLES OF EFFORTS AT THE FEDERAL AND LOCAL LEVELS TO COMBAT THESE CRIMES.

Availability: NCJRS MICROFICHE PROGRAM.

17. **US DEPARTMENT OF COMMERCE BUREAU OF DOMESTIC COMMERCE, WASHINGTON DC 20235. COST OF CRIMES AGAINST BUSINESS, REV. ED.** 58 p. 1976. **NCJ-32034**

THIS REPORT PRESENTS A DETAILED SUMMARY OF THE AVAILABLE KNOWLEDGE OF BOTH THE INDUSTRIES THEMSELVES AND THE FEDERAL GOVERNMENT ON THE EXTENT OF THE DOLLAR LOSS OF AMERICAN BUSINESS TO CRIME IN THE PERIOD SINCE 1971. TYPES OF BUSINESS CRIMES COVERED INCLUDE BURGLARY, ROBBERY, VANDALISM, SHOPLIFTING, EMPLOYEE THEFT, BAD CHECKS, CREDIT CARD FRAUD, AND ARSON. SPECIAL PROBLEMS RELATED TO SELECTED SECTORS OF BUSINESS—MANUFACTURING, WHOLESALING, RETAILING, AND SERVICE INDUSTRIES ARE DISCUSSED. IN ADDITION, THE APPLICATIONS OF FEDERAL CRIME PROGRAMS TO BUSINESS CRIME ARE PRESENTED. AN APPENDIX CONTAINS CRIME STATISTICS. SEE ALSO NCJ 42538.

Availability: GPO; NCJRS MICROFICHE PROGRAM.

18. **US DEPARTMENT OF COMMERCE BUREAU OF DOMESTIC COMMERCE, WASHINGTON DC 20235. CRIMES AGAINST BUSINESS—A MANAGEMENT PERSPECTIVE PROCEEDINGS OF SEMINARS HELD IN LOS ANGELES, FEBRUARY 3, 1976 AND SAN FRANCISCO, FEBRUARY 5, 1976.** 252 p. 1976. **NCJ-35861**

REPORT ON THE PROCEEDINGS OF TWO SEMINARS ON THE MANAGEMENT OF CRIME REDUCTION SECURITY TECHNIQUES, PROSECUTION PRACTICES, AND EMPLOYEE SELECTION AND TRAINING. THE SPEAKER PRESENTATIONS AND PANEL DISCUSSIONS ON EMPLOYEE SELECTION AND TERMINATION, SECURITIES FRAUD, COMPUTER RELATED CRIMES, EMBEZZLEMENT, CONTROLLING INTERNAL AND EXTERNAL LOSSES, AND REDUCING CREDIT RELATED LOSSES CONTAINED IN THIS VOLUME PROVIDE A PERSPECTIVE ON THE LOCAL AND NATIONAL MAGNITUDE OF THE CRIME AGAINST BUSINESS PROBLEM. THE QUESTION AND ANSWER SESSION CONCLUDING EACH PANEL DISCUSSION PROVIDES ADDITIONAL INSIGHT INTO ISSUES OF CONCERN TO PARTICIPANTS. THOSE QUESTIONS UNABLE TO BE ANSWERED DURING THE CONFERENCE DUE TO TIME CONSTRAINTS HAVE BEEN SUBSEQUENTLY ANSWERED BY THE SPEAKERS, AND ARE INCLUDED IN THEIR RESPECTIVE SECTIONS. THE APPENDIX CONTAINS EMPLOYEE APPLICATION SAMPLES AND A LIST OF SEMINAR PARTICIPANTS. (AUTHOR ABSTRACT)

Availability: GPO.

19. **US DEPARTMENT OF COMMERCE DOMESTIC AND INTERNATIONAL BUSINESS ADMINISTRATION, WASHINGTON DC 20235. CRIME IN RETAILING.** 49 p. 1975. **NCJ-31374**

AN ANALYSIS OF THE EFFECTS OF CERTAIN CRIMES AGAINST RETAILERS; SPECIFICALLY, BURGLARY, ROBBERY, VANDALISM, SHOPLIFTING, EMPLOYEE THEFT, BAD CHECKS, CREDIT CARD FRAUD, AND ARSON ARE EXAMINED. THE COSTS OF THESE VARIOUS CRIMES TO RETAILERS ARE ESTIMATED, AND THE METHODS EMPLOYED BY CRIMINALS ARE OUTLINED IN SOME CASES. SPECIFIC PREVENTATIVE TECHNIQUES ARE SUGGESTED, SUCH AS USING TAGS THAT SET OFF ALARMS IF THEY ARE NOT REMOVED PRIOR TO EXITING, AND THE TECHNIQUE OF ALTERNATING THE DIRECTIONS OF CLOTHES HANGERS TO PREVENT THE THEFT OF AN ARMFUL OF CLOTHES. SOME EXAMPLES OF BUSINESS/ANTI-CRIME PROJECTS ARE DESCRIBED AND A LISTING OF TRADE ASSOCIATIONS AND GOVERNMENT AGENCIES THAT CAN ASSIST BUSINESSMEN IN CRIME PREVENTION STRATEGIES IS PRESENTED. THE ADDRESSES OF ALL THE STATE PLANNING AGENCIES ARE INCLUDED.

Availability: GPO Stock Order No. 003-008-00159-9; NCJRS MICROFICHE PROGRAM.

20. **US DEPARTMENT OF COMMERCE DOMESTIC AND INTERNATIONAL BUSINESS ADMINISTRATION, WASHINGTON DC 20235. CRIMES AGAINST BUSINESS—A MANAGEMENT PERSPECTIVE PROCEEDINGS OF SEMINARS HELD IN NEW YORK, NY, APRIL 23, 1976.** 201 p. 1977. **NCJ-44880**

STATEMENTS MADE AT A SEMINAR ON CRIMES AGAINST BUSINESS DISCUSS THE MAGNITUDE OF THE PROBLEM, THE FORMS

IT CAN TAKE, AND SOME SUGGESTED METHODS TO DETECT AND COMBAT IT. IN 1975, CRIMES AGAINST BUSINESS NETTED $23.6 BILLION, MORE THAN THE NATION'S THREE LARGEST RETAILERS COMBINED. LOSSES FROM THEFT BY EMPLOYEES ACCOUNT FOR 50 TO 85 PERCENT OF INVENTORY SHRINKAGE. MANAGEMENT INITIATIVE IS SEEN AS VITAL TO THE PREVENTION OF SUCH CRIME. BUSINESSMEN SHOULD PLACE GREATER EMPHASIS ON PREVENTIVE SECURITY, IMPROVE MANAGERIAL PERFORMANCE BY SETTING A GOOD EXAMPLE, AND ESTABLISH OPERATIONAL PROCEDURES THAT MAKE CRIME UNATTRACTIVE AND UNPROFITABLE. SPECIFIC AREAS OF CONCERN WHICH ARE EXAMINED INCLUDE MANAGEMENT SECURITY POLICY; THE PROTECTION OF EXECUTIVES AGAINST THE UPSURGE OF KIDNAPPING; THE JURISDICTION AND ROLE OF THE U.S. ATTORNEY'S OFFICE IN REDUCING CRIME LOSS; AND THE IMPORTANCE OF MANAGERS' COOPERATION IN PROSECUTING CASES. METHODS OF PREVENTION OF SECURITIES FRAUD—EFFECTIVE HIRING PRACTICES, KEEPING ACCURATE RECORDS, SCREENING EMPLOYEES THROUGH THE USE OF FINGERPRINTING AND POLYGRAPH TESTS, CUTTING DOWN THE FLOW OF CERTIFICATES BETWEEN OFFICES, AND ESTABLISHMENT OF A COMPANY SECURITY DEPARTMENT—ARE PROPOSED. A BRIEF DISCUSSION AND EVALUATION OF SECURITIES LAWS AND REGULATIONS IS PRESENTED. THE VARIOUS FORMS OF COMPUTER RELATED CRIMES, SUCH AS IMPROPER INPUT, THEFT OF THE MASTER FILE, SABOTAGE, THEFT OF COMPUTER USAGE, AND THEFT OF PRINTOUT ARE DISCUSSED WITH METHOD OF PREVENTION, DETECTION, AND CORRECTION. WAYS FOR MANAGERS TO CONTROL THEIR INTERNAL AND EXTERNAL LOSSES ARE DESCRIBED, INCLUDING SCREENING OF EMPLOYEES, USE OF UNDERCOVERS, CLOSE SUPERVISION, A POLICY OF PROSECUTION, USE OF PHYSICAL SECURITY CONTROLS (FENCES, LIGHTING, ETC.), AND AN AUDIT PROGRAM. THE PREVENTION OF EMBEZZLEMENT, APPLICABLE LAWS, SECURITY MEASURES, AND CASE HISTORIES ARE DISCUSSED. THE FINAL SECTION DEALS WITH THE REDUCTION OF CREDIT RELATED LOSSES. AN APPENDIX LISTS ATTENDEES OF THE SEMINAR.

Sponsoring Agencies: US DEPARTMENT OF COMMERCE DOMESTIC AND INTERNATIONAL BUSINESS ADMINISTRATION, WASHINGTON DC 20235; NEW YORK CITY CHAMBER OF COMMERCE AND INDUSTRY.

Availability: GPO. Stock Order No. 003-008-00177-7.

21. US DEPARTMENT OF COMMERCE DOMESTIC AND INTERNATIONAL BUSINESS ADMINISTRATION, WASHINGTON DC 20235. CRIMES AGAINST BUSINESS—PROCEEDINGS. 126 p. 1976. **NCJ-44581**

PROCEEDINGS OF A SEMINAR DEALING WITH THE TOTAL ECONOMIC IMPACT OF BUSINESS CRIMES ON THE COMMUNITY, MAJOR WHITE-COLLAR CRIMES, AND BUSINESS CRIME REDUCTION IN PHOENIX, ARIZONA, ARE PRESENTED. BOTH TRANSCRIPTS OF PAPERS PRESENTED BY THE SPEAKERS AND DISCUSSION RECORDS ARE REPRODUCED. SPECIFIC PAPERS INCLUDE: REMARKS ON MANAGEMENT CONTROL AS THE KEY TO WHITE-COLLAR LOSS PREVENTION; EXAMINATIONS OF SUCH WHITE-COLLAR CRIMES AS FRAUDS AND EMBEZZLEMENT, COMPUTER-RELATED CRIMES, EXTORTION, AND CREDIT CARD AND CHECK FRAUDS; AN ADDRESS BY AN ARIZONA CONGRESSMAN ON WHETHER BUSINESS AND CONGRESS CAN COOPERATE ON CRIME; REMARKS ON CONTROLLING INTERNAL AND EXTERNAL LOSSES IN MANUFACTURING, SERVICE, AND RETAIL COMPANIES; PRESENTATIONS ON LOCAL SOLUTIONS TO LOCAL PROBLEMS FOR THE SUBURBS, THE CITY OF PHOENIX, AND MARICOPA COUNTY; AND SUMMATIONS AND RECOMMENDATIONS FOR FUTURE CHAMBER OF COMMERCE ACTIVITIES. APPENDED ARE A LIST OF SEMINAR PARTICIPANTS AND AN AGENDA.

Supplemental Notes: SEMINAR HELD IN PHOENIX, ARIZONA, APRIL 23, 1976.

Sponsoring Agency: PHOENIX METROPOLITAN CHAMBER OF COMMERCE.

Availability: GPO Stock Order No. 003-008-00176-9; NCJRS MICROFICHE PROGRAM.

22. US DEPARTMENT OF COMMERCE DOMESTIC AND INTERNATIONAL BUSINESS ADMINISTRATION, WASHINGTON DC 20235. FEDERAL GOVERNMENT SOURCES ON CRIMES AGAINST BUSINESS, REV ED. 32 p. 1977. **NCJ-39290**

LISTING OF SOURCES OF MATERIAL PUBLISHED BY THE FEDERAL GOVERNMENT USEFUL FOR ASSESSING THE IMPACT OF CRIME AGAINST BUSINESS, REVISED IN 1976. THE PAMPHLET IS ORGANIZED BY FEDERAL AGENCIES WHICH ARE MAKER SOURCES FOR DATA ON CRIMES AGAINST BUSINESS. THE SOURCES LISTED INCLUDE CRIMES OF BURGLARY, ROBBERY, VANDALISM, SHOPLIFTING, EMPLOYEE THEFT, BAD CHECKS, CREDIT CARD FRAUD, ARSON, CARGO THEFT, AND SECURITIES FRAUD. NEW INFORMATION BEING DEVELOPED ON THE PROBLEM OF COMPUTER ABUSE IS ALSO INCLUDED. (AUTHOR ABSTRACT MODIFIED)

Availability: NCJRS MICROFICHE PROGRAM.

PREVENTIVE TECHNIQUES

23. **AEROSPACE CORPORATION, 2350 EAST EL SEGUNDO BOULEVARD, EL SEGUNDO CA 90245. SURVEY AND SYSTEM CONCEPTS FOR A LOW COST BURGLARY ALARM SYSTEM FOR RESIDENCES AND SMALL BUSINESSES—EQUIPMENT SYSTEMS INPROVEMENT PROGRAM.** 232 p. 1974. **NCJ-31852**

THIS REPORT DOCUMENTS THE RESULTS OF A SURVEY AND ASSESSMENT OF EXISTING AND PROPOSED RESIDENTIAL INTRUSION ALARM SYSTEMS AND PROVIDES AN ANALYSIS OF BURGLARIES BASED ON STATISTICAL DATA DERIVED FROM CRIME REPORTS. A CHARACTERIZATION OF THE CRIME OF BURGLARY, BASED ON DATA OBTAINED FROM VARIOUS GOVERNMENT AND INDUSTRY SOURCES, IS USED TO DEVELOP A REPRESENTATIVE ANALYTICAL BURGLARY MODEL IN WHICH TYPICAL POLICE RESPONSES TO A BURGLARY CALL ARE EXAMINED. ADDITIONAL ANALYSIS COMPARES THE EFFECTIVENESS OF SEVERAL DIFFERENT BURGLARY ALARM SYSTEMS AGAINST POTENTIAL MONETARY LOSSES AND APPREHENSION RATES. THE RESULTS OF THESE ANALYSES ARE USED TO IDENTIFY TECHNICAL REQUIREMENTS AND GUIDE THE DEVELOPMENT OF IMPROVED BURGLARY ALARM SYSTEMS TO PROVIDE THE FOLLOWING: 1) SIMPLE SENSORS WHICH CAN DISCRIMINATE AND RESPOND TO HUMAN INTRUSION AND YET BE IMMUNE TO OTHER SIGNALS SUCH AS THOSE COMMON TO THE RESIDENTIAL ENVIRONMENT; 2) A MEANS FOR INEXPENSIVELY COMMUNICATING THE ALARM DATA FROM THE INSTALLATION TO THE POLICE OR AN ALARM COMPANY (CURRENTLY, THE TRANSMISSION OF INTRUSION DATA FROM AN ALARM INSTALLATION DEPENDS PRIMARILY ON LEASED TELEPHONE LINES, WHICH ARE BECOMING MORE SCARCE AND MORE EXPENSIVE EACH YEAR); AND 3) NEW CONCEPTS FOR LOGIC CONTROL OF ALARM SYSTEMS TO DECREASE THE NUMBER OF FALSE ALARMS EXPERIENCED WITH CURRENT ALARM SYSTEM INSTALLATIONS. (AUTHOR ABSTRACT)

Sponsoring Agency: US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION.

Availability: NCJRS MICROFICHE PROGRAM.

24. **AMERICAN SOCIETY FOR INFORMATION SCIENCE, 1155 16TH NW, WASHINGTON DC 20036. SELECTED BIBLIOGRAPHY OF SECURITY AND LOSS PREVENTION.** 177 p. 1978. **NCJ-52519**

THIS IS COMPREHENSIVE LISTING OF CITATIONS FOR BOOKS, PAMPHLETS, AND FILMS DEALING WITH SECURITY AND LOSS PREVENTION. THE FIRST PART OF THE PRESENTATION CONTAINS A LISTING OF BOOKS AND PUBLICATIONS OF THE FEDERAL GOVERNMENT, LEARNED SOCIETIES, AND OTHER ORGANIZATIONS. A SECOND PART LISTS FILMS AND AUDIOVISUAL MATERIALS ALPHABETICALLY BY SUBJECT (30 TOPICS) AND TITLE. EACH FILM LISTING CONTAINS TITLE, LENGTH, COST, SOURCE CODE, AND A BRIEF DESCRIPTION. A SELECTED GROUP OF PERIODICALS IS LISTED ALPHABETICALLY IN A THIRD SECTION. THIS INCLUDES SUBSCRIPTION ADDRESSES AND, IN MOST CASES, FREQUENCY OF PUBLICATION; HOWEVER, SPECIFIC ARTICLES FROM PERIODICALS ARE NOT PART OF THE BIBLIOGRAPHY, SINCE A NUMBER OF OTHER PUBLISHED SOURCES PRESENT THESE MATERIALS. THE FOURTH PART CONTAINS A SELECT GROUP OF RELATED BIBLIOGRAPHICAL SOURCES, AND A FIFTH PROVIDES A SELECTED LIST OF THE MAJOR PUBLISHERS IN THE SECURITY AND LOSS PREVENTION FIELD. (AUTHOR ABSTRACT MODIFIED)

Availability: AMERICAN SOCIETY FOR INDUSTRIAL SECURITY, 2000 K STREET, NW, WASHINGTON DC 20006.

25. **S. D. ASTOR. LOSS PREVENTION—CONTROLS AND CONCEPTS.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. 294 p. 1978. **NCJ-47108**

CURRENT SECURITY PRACTICES IN RETAIL STORES, WAREHOUSES, AND OTHER BUSINESS ESTABLISHMENTS ARE EXAMINED AND EVALUATED; BASIC PRINCIPLES OF SECURITY ARE DELINEATED; AND EFFECTIVE MEASURES ARE SUGGESTED. THIS BOOK IS CONCERNED WITH THE PREVENTION OF LOSSES FROM BUSINESSES AND SHOWS HOW KEY LOSS PREVENTION CONCEPTS CAN BE CARRIED OUT EFFECTIVELY. 'ASTOR LAWS' OF LOSS PREVENTION ARE OUTLINED, AND CASE HISTORIES ILLUSTRATE THEIR OPERATION. MANAGEMENT PRACTICES WHICH ARE INEFFECTIVE IN PREVENTING, OR WHICH ACTUALLY ENCOURAGE, SHORTAGES FROM EMPLOYEE THEFT ARE DESCRIBED. MANAGERS ARE TAUGHT HOW TO DEVELOP A 'CORPORATE INSTINCT' FOR LOSS PREVENTION AND SEVEN MAJOR PREVENTION FUNCTIONS ARE EXPLAINED: (1) ISOLATING EXPOSURE TO LOSS; (2) DEVELOPING THE MEANS TO MINIMIZE SUCH EXPOSURE; (3) AUDITING THE MEANS TO MINIMIZE SUCH EXPOSURE; (4) CONDUCTING AN INTERNAL LOSS PREVENTION TRAINING PROGRAM; (5) PROVIDING WATCHFUL PATROL AND EMERGENCY ACTION; (6) INVESTIGATING SUSPICIOUS OR QUESTIONABLE OCCURRENCES; AND (7) MAINTAINING AWARENESS OF NEWLY DEVELOPED DEVICES AND PROCEDURES. THE EMPLOYEE FACTOR IN SECURITY IS DISCUSSED IN DETAIL—THE NATURE AND RATIONALE OF INTERNAL THEFT, SELECTION AND SCREENING OF EMPLOYEES, EARLY WARNING SIGNS OF INTERNAL DISHONESTY, AND THE USE OF UNDERCOVER PERSONNEL TO DETECT HOLES IN SECURITY. PHYSICAL SECURITY CONSIDERATIONS ARE EXAM-

INED, AND SUGGESTIONS ARE MADE FOR EVALUATING AN ESTABLISHMENT'S EXISTING ALARMS, LOCKS, AND OTHER SECURITY MEASURES. RETAIL SHORTAGE CONTROL IS TREATED EXTENSIVELY, INCLUDING LISTS OF COMMON DANGERS AT THE CHECKOUT STAND, DESCRIPTIONS OF COMMON INEFFECTIVE BUT EXPENSIVE 'SECURITY' PRACTICES, AS WELL AS AN ANTI-SHOPLIFTING GUIDE FOR RETAILERS DETAILING PHYSICAL MEASURES, EMPLOYEE TRAINING, AND USE OF SECURITY PERSONNEL. A NEW PROGRAM FOR RETAIL LOSS PREVENTION IS OUTLINED, WHICH WOULD ESTABLISH THE SIX FOLLOWING DISTINCT SUBDIVISIONS OF A LOSS PREVENTION DEPARTMENT: PHYSICAL SECURITY; SHOPLIFTING AND EMERGENCIES; EMPLOYEE CONTROLS; IN-PROCESS SECURITY (CONCERNED WITH DELIVERIES, TRANSFERS, ETC.); DOCUMENTARY AND COMPUTER CONTROLS; AND CASHIERING AND CASH CONTROLS. EACH OF THESE IS CONSIDERED TO BE A FULL-TIME AREA OF CONCERN. FINALLY, THE CHANGING ROLE OF SECURITY SERVICES IN BUSINESS IS DISCUSSED. APPENDIXES PROVIDE CHECKLISTS FOR WAYS TO PREVENT INTERNAL AND EXTERNAL THEFT AND FOR PHYSICAL SECURITY, SHIPPING AND RECEIVING OPERATIONS, AND SECURITY POLICIES AND PROCEDURES. AN INDEX IS PROVIDED.

Availability: SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034.

26. **S. D. ASTOR. PREVENTING RETAIL THEFT, REV. ED.** US SMALL BUSINESS ADMINISTRATION, 1441 L STREET, NW, WASHINGTON DC 20416. 7 p. 1971. **NCJ-18451**

COVERS THIEVING PERSONNEL, IMPROVING THE LEVEL OF PERSONNEL, RETAIL THEFT HAZARDS, SHOPLIFTING, AND INVESTIGATION AND DETECTION. THIS DOCUMENT PRESENTS POSITIVE STEPS TO CURB THEFT. THEY INCLUDE SAFEGUARDS AGAINST EMPLOYEE DISHONESTY AND WAYS TO CONTROL SHOPLIFTING. IN ADDITION, KEY THEFT HAZARDS ARE SPELLED OUT, AND PREVENTIVE MEASURES ARE DETAILED. THE ADVANTAGES OF UNDERCOVER INVESTIGATION ARE ALSO DESCRIBED. (AUTHOR ABSTRACT)

Availability: US SMALL BUSINESS ADMINISTRATION, 1441 L STREET, NW, WASHINGTON DC 20416; NCJRS MICROFICHE PROGRAM.

27. **J. K. BAREFOOT. EMPLOYEE THEFT INVESTIGATION.** BUTTERWORTHS (PUBLISHERS) INC, 19 CUMMINGS PARK, WOBURN MA 01801. 245 p. 1979. **NCJ-60917**

INTENDED FOR SENIOR BUSINESS MANAGERS, ACADEMICIANS, AND SECURITY PROFESSIONALS, THIS BOOK PROVIDES AN UNDERSTANDING OF THE IMPACT OF EMPLOYEE THEFT AND HOW THESE LOSSES CAN BE CONTROLLED. WHILE THERE IS NO EASY WAY TO DEVELOP MEANINGFUL STATISTICS FOR INTERNAL BUSINESS CRIME, CONSERVATIVE ESTIMATES HAVE RANGED FROM $2 TO $4 BILLION PER YEAR. THE COSTS OF SUCH THEFTS HAVE TRADITIONALLY BEEN PASSED ALONG TO CUSTOMERS. HOWEVER, IN THE LAST 10 YEARS BUSINESSES HAVE MOUNTED MAJOR EFFORTS TO COMBAT THESE LOSSES IN ORDER TO REMAIN COMPETITIVE. MORE AND MORE COMPANY SECURITY DEPARTMENTS ARE BEING CREATED TO IDENTIFY AND REMOVE EMPLOYEE THIEVES FROM THE COMPANY RATHER THAN PROSECUTE THEM. THE SECURITY DEPARTMENTS RELIEVE POLICE WHO ARE NOT EQUIPPED TO DEAL WITH THIS RESPONSIBILITY. INDICATIONS OF INTERNAL THEFT ALMOST ALWAYS COME ABOUT AS A RESULT OF EITHER INVENTORY SHORTAGES, EVIDENCE OR OTHER SYMPTOMS DISCOVERED DURING FACILITY INSPECTIONS, OR INFORMATION RECEIVED CONCERNING EMPLOYEE THEFT. MANAGEMENT SHOULD LEAVE THE METHODS AND TECHNIQUES OF INVESTIGATION TO SECURITY PROFESSIONALS. SOME OF THE MOST COMMONLY USED METHODS INVOLVE INSIDE AND OUTSIDE COVER AGENTS AND VARIOUS TAILING AND STATIONARY SURVEILLANCE TECHNIQUES. SUPPLEMENTARY METHODS INCLUDE BACKGROUND CHECKS AND INTERVIEWS WITH WITNESSES. TOP MANAGEMENT MUST DECIDE HOW TO TREAT AND WHETHER TO PROSECUTE THE THIEVES. ATTENTION MUST BE GIVEN TO THE USE OF INTERROGATIONS WITH SUSPECTS, CONFESSIONS, EVIDENCE RECOVERIES, AND POLYGRAPH TESTS. SECURITY THEN SHOULD TAKE STEPS TO RECOVER THE STOLEN PROPERTY AND TO INSTITUTE NEW PROCEDURES AND CONTROLS WHICH WILL ACT AS FUTURE DETERRENTS. SECURITY INSPECTIONS REPORT FORMS ARE APPENDED. CHARTS, PHOTOGRAPHS, FOOTNOTES, A BIBLIOGRAPHY, AND AN INDEX ARE INCLUDED.

Availability: BUTTERWORTHS (PUBLISHERS) INC, 19 CUMMINGS PARK, WOBURN MA 01801.

28. **E. B. BLOCK. LIE DETECTORS—THEIR HISTORY AND USE.** DAVID MCKAY, 750 THIRD AVENUE, NEW YORK NY 10017. 211 p. 1977. **NCJ-56631**

THIS ANECDOTE-LADEN HISTORY TRACES THE DEVELOPMENT OF LIE DETECTION TECHNIQUES FROM ANCIENT TRIALS-BY-ORDEAL AND THE FIRST CRUDE INSTRUMENT OF 1895 THROUGH THE POLYGRAPH. CASES WHICH USED THE POLYGRAPH SUCCESSFULLY ARE RELATED. THE BOOK BEGINS WITH THE CASE OF A MAN FALSELY ACCUSED OF A ROBBERY IN TEXAS. HE WAS FINALLY ALLOWED TO TAKE A POLYGRAPH TEST WHICH CLEARED HIM. THE RESULT OF THIS HIGHLY PUBLICIZED CASE WAS STATE LEGISLATION REQUIRING LAW ENFORCEMENT OFFICIALS TO GIVE LIE DETECTOR TESTS TO ALL SUSPECTS WHO DEMAND THEM. THE CONVERSE SITUATION, THE SUSPECT WHO DOES NOT WANT TO TAKE A TEST, IS EXAMINED AND THE EVOLUTION OF THE RIGHTS OF THE ACCUSED IN VARIOUS STATES IS TRACED THROUGH A SERIES OF STORIES. THE BACKGROUND CHAPTERS COVER THE TECHNICAL OPERATION OF THE POLYGRAPH, GIVE BIOGRAPHIES OF NOTED POLYGRAPH OPERATORS, AND DESCRIBE THE DEVELOPMENT OF INTERROGATION TECHNIQUES. CASES TAKEN FROM THE FILES OF INTERPOL (INTERNATIONAL CRIMINAL POLICE ORGANIZATION), SCOTLAND YARD, AND UNITED STATES POLICE AGENCIES ILLUSTRATE THE USE OF LIE DETECTORS TO SOLVE EMBEZZLEMENT CASES, CONFIRM STORIES OF WITNESSES, SCREEN EMPLOYEES, SUBSTANTIATE CONFESSIONS OR LEAD TO CONFESSIONS, AND SETTLE CIVIL SUITS (NONPAYMENT OF BILLS, CASES OF ADULTERY, AND CUSTODY CASES). THE MILITARY USES THE POLYGRAPH NOT ONLY FOR CRIMINAL MATTERS WHICH ARISE UNDER MILITARY JURISDICTION, BUT ALSO TO SOLVE CASES OF SUSPECTED ESPIONAGE. POLYGRAPHS ARE SEEN AS GAINING EVEN GREATER ACCEPTANCE BY COURTS, INVESTIGATORS, AND EMPLOYERS IN THE FUTURE. AN INDEX IS INCLUDED.

Availability: DAVID MCKAY, 750 THIRD AVENUE, NEW YORK NY 10017.

29. **D. E. BYRNE and P. H. JONES. RETAIL SECURITY—A MANAGEMENT FUNCTION.** TWENTIETH CENTURY SECURITY EDUCATION LTD, 293 KINGSTON ROAD, LEATHERHEAD, SURREY, ENGLAND. 242 p. 1977. United Kingdom. **NCJ-51227**

THE DISCUSSION OF THE POWERS AND RESPONSIBILITIES OF RETAIL SECURITY OFFICERS INCLUDES GUIDELINES FOR SYSTEMATIC AND PROCEDURAL ACTIVITY TO PROVIDE MANAGEMENT WITH THE MAXIMUM DETERRENT OF CRIME. THE PROBLEMS CONFRONTING MODERN SHOPKEEPERS AND MERCHANTS ARE DISCUSSED WITH EMPHASIS ON THE CRIME OF THEFT, AND ON THE NEED FOR A HIGHLY SKILLED SECURITY STAFF. ANY POLICY ADOPTED BY A MERCHANT OUGHT TO BE MADE VERY CLEAR TO THE EMPLOYEES AND CUSTOMERS; A POLICY OF PROSECUTION IS RECOMMENDED IN ORDER TO DETER CRIMES. ENFORCEMENT OF A PROSECUTION POLICY BEGINS WITH A THOROUGH AUDITING OF THE PHYSICAL STOCK AND AN IDENTIFICATION OF STORE AREAS THAT ARE MOST AFFECTED BY CRIME. CAREFUL ASSESSMENT OF A STORE'S SECURITY PROBLEMS PROVIDES THE BASIS FOR DETERMINING THE SUITABLE TYPE OF SECURITY STAFF. POSSIBLE ARRANGEMENTS OF SECURITY PERSONNEL ARE DESCRIBED, EMPHASIZING THE NEED FOR THEIR SPECIALIZED TRAINING. SECURITY ISSUES CONCERNING EMPLOYEES ARE DISCUSSED INCLUDING TRAINING, SEARCH

POLICIES, AND THE PROVISION OF LOCKERS FOR THEIR BELONGINGS. PRESENT LAWS APPLICABLE TO SECURITY DEPARTMENTS INCLUDE THE THEFT ACT OF 1968, THE CRIMINAL LAW ACT OF 1967, AND THE HEALTH AND SAFETY AT WORK ACT OF 1971. THE INTRUDER'S REQUIREMENTS FOR EASY ACCESS TO GOODS AND FOR AN ESCAPE ROUTE CAN BE NULLIFIED BY METHODS OF PROTECTIVE STORAGE, KEY CONTROL, LIGHTING, AND ALARMS. THE SECURITY DEPARTMENT SHOULD BE FAMILIAR WITH AVAILABLE SPECIALIST EQUIPMENT AND SHOULD UTILIZE THE MOST COST-EFFECTIVE SYSTEMS; E.G., GUARDING SMALL RISK AREAS BY LOCAL BELL ALARMS AND USING TELEVISION MONITORS TO PROTECT GOODS HANDLED BY CUSTOMERS. ALL EMPLOYEES SHOULD BE WELL INSTRUCTED IN THE HANDLING OF CASH, AND A HIGH STANDARD OF SALES DOCUMENTATION SHOULD BE REQUIRED. STORE FACILITIES SHOULD BE ARRANGED TO PROVIDE MAXIMUM VISIBILITY OF THE SELLING AREAS, WITH MERCHANDISE THAT CANNOT BE EASILY OBSERVED KEPT IN SECURED DISPLAY CASES. ALTHOUGH LOCKED CABINETS OR LIGHT CHAINS WILL NOT STOP A DETERMINED THIEF, SUCH DEVICES CAN DETER THE OPPORTUNIST. GUIDELINES FOR THE HANDLING OF EMERGENCY SITUATIONS SUCH AS FIRES AND BOMB THREATS EMPHASIZE THE MAINTENANCE OF ORDER AND SAFETY. LOST AND FOUND ITEMS SHOULD BE EXAMINED IN AN EFFORT TO TRACE THE OWNERS, AND SHOULD BE KEPT SECURE. SURPLUS MATERIALS ONLY SHOULD BE DISTRIBUTED WITH MANAGEMENT PERMISSION. APPROPRIATE CONTROLS TO PREVENT COMPUTER FRAUD SHOULD BE ESTABLISHED. BUSINESS INSURANCE POLICIES SHOULD BE SELECTED WITH CARE. APPENDED MATERIALS INCLUDE OUTLINES OF CASH LOSS INVESTIGATION PROCEDURE AND CRIME REPORTS.

Availability: TWENTIETH CENTURY SECURITY EDUCATION LTD, 293 KINGSTON ROAD, LEATHERHEAD, SURREY, ENGLAND.

30. **C. R. CARSON. MANAGING EMPLOYEE HONESTY.** 238 p. 1977. **NCJ-41317**

AN OVERVIEW OF THE HONESTY FACTOR IN EMPLOYEE BEHAVIOR ON THE JOB IS PRESENTED IN THIS BOOK. FROM HIRING OF THE EMPLOYEE TO TERMINATION FOR DISHONEST BEHAVIOR, NEARLY EVERY STEP IN BETWEEN IS EXAMINED IN THIS TEXT. CONTRIBUTING FACTORS IN EMPLOYEE THEFT, AND THE RELATIVITY OF HONESTY ARE EXPLORED, AS WELL AS THE MECHANICS OF PHYSICAL SECURITY AND THE FUNCTIONS OF SECURITY PERSONNEL. EXECUTIVE ACCOUNTABILITY, HONESTY IN PURCHASING, AND PLUGGING LEAKS IN RECEIVING ARE INCLUDED. THERE IS ALSO INFORMATION ON ACCOUNTABILITY IN RETAIL, SECURING INVENTORIES, AND CONTROLLING PRODUCTION THEFTS.

Availability: SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034.

31. **E. CHELIMSKY, F. C. JORDAN JR, L. S. RUSSELL, and J. R. STRACK. SECURITY AND THE SMALL BUSINESS RETAILER, 1979.** MITRE CORPORATION WASHINGTON OPERATIONS, 1820 DOLLEY MADISON BOULEVARD, MCLEAN VA 22101. 122 p. 1978. **NCJ-51335**

THIS HANDBOOK FOR SMALL BUSINESSES CONSIDERS THE CRIME THREAT PROBLEM AND INSTRUCTS OWNERS ON HOW TO DETERMINE THEIR VULNERABILITY TO CRIME. A GUIDE TO ECONOMICAL AND RELIABLE EQUIPMENT AND SECURITY PLANNING IS PROVIDED. THE EXTENT AND NATURE OF LOSS WHICH SMALL BUSINESSES PRESENTLY SUFFER DUE TO CRIME IS ASSESSED, AND DETAILED DESCRIPTIONS OF THE NATURE OF THE FOUR CRIMES THAT MOST OFTEN PLAGUE SMALL BUSINESSES--ROBBERY, BURGLARY, SHOPLIFTING, AND INTERNAL THREAT--ARE PRESENTED. THIS HELPS SMALL BUSINESS OWNERS EVALUATE THEIR OWN VULNERABILITY TO CRIME. THE OPERATING METHODS OF THE FOUR TYPES OF CRIMINALS ARE DISCUSSED AND A GUIDE FOR ASSESSING VULNERABILITY IS INCLUDED. THE CRIMINAL'S POINT OF VIEW IS USED IN DISCUSSING WEAKNESSES IN INSTALLATION AND PROCEDURES. A SECTION OF THE HANDBOOK IS DESIGNED TO AID IN INTERPRETING FINDINGS AND PRESENTS THE RANGE OF SECURITY TECHNIQUES AVAILABLE TO SMALL BUSINESS OWNERS. A CATALOG OF AVAILABLE, LOW-COST SECURITY TECHNIQUES IS PROVIDED. COVERED ARE PROPERTY LINE PROTECTION, ENTRY PROTECTION, SPACE PROTECTION, POINT PROTECTION, AND ALARMS. INSTRUCTIONS FOR USING THE HANDBOOK PRECEDE THE BODY OF THE TEXT AND APPENDIXES CONTAIN A SHOPLIFTING GUIDE FOR RETAILERS, SECURITY ORDINANCES FOR OAKLAND, CALIF., A LISTING OF SECURITY CONSULTANTS, AND A DICTIONARY OF ANTI-INTRUSION DEVICES FOR ARCHITECTS AND BUILDERS. A FEDERAL CRIME INSURANCE APPLICATION FORM IS ALSO INCLUDED. (AUTHOR ABSTRACT MODIFIED)

Sponsoring Agency: US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531.

Availability: MITRE CORPORATION WASHINGTON OPERATIONS, 1820 DOLLEY MADISON BOULEVARD, MCLEAN VA 22101 Stock Order No. MTR-7713; GPO Stock Order No. 027-000-00765-1; NCJRS MICROFICHE PROGRAM.

32. **H. COHEN. CRIME THAT NO ONE TALKS ABOUT.** PROGRESSIVE GROCER, CO, 708 THIRD AVENUE, NEW YORK NY 10017. 271 p. 1974. **NCJ-52571**

TOPICS COVERED IN THIS GUIDEBOOK INCLUDE SECURITY IN RETAIL STORES, EMPLOYEE THEFT, SHOPLIFTING, AND CRIMINAL APPREHENSION AND ARREST. ACCORDING TO OFFICIAL REPORTS, RETAIL BUSINESSES LOST APPROXIMATELY $10 BILLION IN 1973 TO SO-CALLED SHRINKAGE. THIS CONSERVATIVE ESTIMATE AMOUNTS TO MORE THAN THE TOTAL TAKEN IN BY STREET BURGLARIES AND ROBBERIES COMMITTED DURING THE SAME YEAR. THE LACK OF INFORMATION AND MATERIAL IN THE LITERATURE ABOUT RETAIL CRIME IS A DIRECT REFLECTION OF ITS GLOSSED-OVER NATURE. SHOPLIFTING, EMPLOYEE THEFT, BAD CHECK AND CREDIT CARD LOSSES, AND OTHER FORMS OF RETAIL CRIME ARE AS SIGNIFICANT AS CRIMES THAT MAKE HEADLINES IN THE MEDIA. GUIDELINES FOR DEALING WITH RETAIL CRIME ARE PRESENTED IN 10 SECTIONS: EMPLOYEE THEFT; SHOPLIFTING; MAJOR EXTERNAL CRIMES (ROBBERY AND BURGLARY); THE CASHING OF CHECKS; DISTRIBUTION CENTER (WAREHOUSE) SECURITY; THE SECURITY OF MERCHANDISE IN TRANSIT; APPREHENSION, FALSE ARREST, AND INTERROGATION; THE INITIATION OF AN EFFECTIVE SECURITY PROGRAM; THE HARDWARE AND SOFTWARE OF SECURITY; AND MEASURES ESSENTIAL IN ADDITION TO SECURITY PROGRAMS THAT CAN AID IN REDUCING RETAIL CRIME. PHOTOGRAPHS, ILLUSTRATIONS, FORMS, AND TABULAR DATA ACCOMPANY THE TEXT. AN INDEX IS INCLUDED.

Availability: PROGRESSIVE GROCER, CO, 708 THIRD AVENUE, NEW YORK NY 10017.

33. **B. CURTIS. SECURITY CONTROL—EXTERNAL THEFT.** 382 p. 1971. **NCJ-11248**

PROCEDURES RECOMMENDED TO REDUCE THE ADVERSE EFFECTS OF SHOPLIFTING, BAD CHECKS, CREDIT FRAUD, ROBBERY, BURGLARY, AND RIOTS ON COMMERCIAL BUSINESS OPERATIONS. THE MOTIVATIONS AND METHODS OF THE INDIVIDUALS COMMITTING THESE CRIMES ARE CAREFULLY EXAMINED. THE AUTHOR DETAILS THE STEPS THAT CAN BE TAKEN TO DISCOURAGE SUCH THIEVES, RENDER THEIR METHODS UNSUCCESSFUL, PREVENT THEIR ESCAPE, TRACE THEIR IDENTITIES AND, IF NECESSARY, OBTAIN THEIR CONFESSIONS. THE LEGAL LIMITATIONS AND LIABILITIES OF STORE EMPLOYEES IN APPREHENDING SUCH CRIMINALS ARE STRESSED. THE APPENDIXES PRESENT AN OVERVIEW OF STATE AND FEDERAL LAWS COVERING VARIOUS ASPECTS OF EXTERNAL THEFT AND SECURITY. (AUTHOR ABSTRACT MODIFIED)

34. **B. CURTIS. SECURITY CONTROL—INTERNAL THEFT.** 380 p. 1973. **NCJ-15107**

EXAMINATION OF THE CAUSES OF EMPLOYEE THEFT, WHO STEALS AND WHY, AND WHAT THE RETAILER CAN DO TO CREATE

A CLIMATE OF HONESTY, TO ELIMINATE INDIVIDUALS WHO CORRUPT THE WORK FORCE, AND TO CLOSE TEMPTING PROCEDURAL LOOPHOLES. THE AUTHOR MAINTAINS THAT THE MAJOR CAUSE OF EMPLOYEE THEFT IS POOR MANAGEMENT AS EVIDENCED BY A LACK OF ADEQUATE CONTROLS AND UNREALISTIC PERSONNEL POLICIES WHICH AFFECT EMPLOYEE MORALE. HE ARGUES THAT BY ELIMINATING THE CHARACTERISTIC EMOTIONS THAT TRIGGER THEFT-AGGRESSION AND FRUSTRATION, PLUS THE LOW ANTICIPATION OF BEING CAUGHT, THE RETAILER CAN CURB HIS LOSSES SIGNIFICANTLY. ADVICE IS GIVEN IN THE FOLLOWING AREAS: SCREENING NEW APPLICANTS; SPOTTING THE HIGH-RISK EMPLOYEE; COMMON METHODS OF EMPLOYEE THEFT; USING HONESTY SHOPPERS AND UNDERCOVER DETECTIVE; INTERROGATING SUSPECTS; FRONT-END AND GENERAL CONTROLS; AND MOST IMPORTANT, HOW TO ENCOURAGE HONESTY AMONG EMPLOYEES THROUGH MORALE-BUILDING PROGRAMS. AN ALPHABETICAL INDEX IS PROVIDED. (AUTHOR ABSTRACT MODIFIED)

35. F. J. D'ADDARIO. DEVELOPMENT OF SECURITY SELF-SUFFICIENCY—SURVIVAL OF THE URBAN RETAILER. AMERICAN SOCIETY FOR INDUSTRIAL SECURITY, 2000 K STREET, NW, WASHINGTON DC 20006. *SECURITY MANAGEMENT,* V 21, N 1 (MARCH 1977), P 18, 20. **NCJ-40909**

AN ARTICLE ANALYZING THE SECURITY PROBLEMS OF OLD, URBAN, DETERIORATING DEPARTMENT STORES, PRESENTING METHODS FOR COMPREHENSIVE SECURITY. THE METHODS INCLUDE DEPLOYMENT OF TRAINED PERSONNEL INCLUDING K-9 UNITS, THE USE OF SURVEILLANCE BOOTHS INSTEAD OF CAMERAS, AND ELIMINATING EXCESS EXITS AND ENTRANCES TO THE STORE.

36. J. M. DI DOMENICO. INVESTIGATIVE TECHNIQUE FOR THE RETAIL SECURITY INVESTIGATOR. LEBHAR-FRIEDMAN, INC, 425 PARK AVENUE, NEW YORK NY 10022. 269 p. 1979. **NCJ-63378**

THIS PRACTICAL GUIDE FOR RETAIL SECURITY INVESTIGATORS AND STORE OWNERS AND MANAGERS OUTLINES A SCIENTIFIC METHOD FOR DETECTING, APPREHENDING, AND INVESTIGATING SHOPLIFTERS AND EMPLOYEE THIEVES. THE METHOD IS BASED ON THE PREMISE THAT PEOPLE ARE PREDICTABLE AND THAT CRIMINAL BEHAVIOR FOLLOWS PATTERNS THAT CAN BE ANTICIPATED IN ORDER TO CALCULATE STRATEGIES FOR APPREHENSION, DETECTION, AND EVIDENCE COLLECTION. TO BE ABLE TO USE THE METHOD WELL, THE INVESTIGATOR MUST HAVE GOOD POWERS OF OBSERVATION, GOOD JUDGMENT, AND PATIENCE. THE INVESTIGATOR SHOULD WATCH UNOBTRUSIVELY HOW CUSTOMERS ARE DRESSED (LARGE EMPTY HANDBAGS, UNSEASONABLE OR BAGGY CLOTHES SHOULD CAUSE SUSPICION) AND STUDY SHOPPING HABITS. A POCKET NOTEBOOK, BINOCULARS, A TAPE RECORDER, AND ULTRAVIOLET DETECTION EQUIPMENT ARE NECESSARY; AN OFFICE AND CONCEALED OBSERVATION TOWER ARE ALSO IMPORTANT. SUGGESTIONS FOR DETECTING SHOPLIFTERS AND DISHONEST EMPLOYEES ARE PRESENTED AND ILLUSTRATED WITH EXAMPLES. FOR INSTANCE, INVESTIGATORS SHOULD WATCH FOR TYPES OF BEHAVIOR RATHER THAN TYPES OF PERSONS. WHEN TRACKING SHOPLIFTERS, THEY SHOULD USE PERIPHERAL VISION TO KEEP SUSPECTS CONSTANTLY IN SIGHT. INVESTIGATORS MUST BE ABLE TO IDENTIFY BOTH THE SUSPECTS AND THE ITEMS STOLEN BEFORE APPREHENDING SHOPLIFTERS. INVESTIGATING EMPLOYEE CRIME IS MORE COMPLEX AND REQUIRES COPIOUS FACTFINDING AND RECORDING. METHODS FOR INTERVIEWING BOTH COOPERATIVE AND UNCOOPERATIVE EMPLOYEES ARE GIVEN, AS ARE STEPS FOR FOLLOWING THROUGH AND PREPARING A CASE. OTHER TOPICS COVERED INCLUDE TECHNIQUES FOR WATCHING AND TRAPPING THIEVES AND FOR CONDUCTING UNDERCOVER INVESTIGATIONS. A GLOSSARY AND AN INDEX ARE PROVIDED.

Availability: LEBHAR-FRIEDMAN, INC, 425 PARK AVENUE, NEW YORK NY 10022.

37. I. ELBER, Ed. CRIMES AGAINST BUSINESS—PRELIMINARY RECOMMENDATIONS FOR DEMONSTRATION, RESEARCH AND RELATED PROGRAMS DESIGNED TO REDUCE AND CONTROL NON-VIOLENT CRIMES AGAINST BUSINESS. AMERICAN MANAGEMENT ASSOCIATION, 135 WEST 50TH STREET, NEW YORK NY 10020. 170 p. 1977. **NCJ-44919**

BUSINESSES FAIL TO UTILIZE THE CRIMINAL JUSTICE SYSTEM, AND PERSONS IN THE SYSTEM DO NOT UNDERSTAND THE MAGNITUDE OF THE PROBLEM. MEASURES TO BRING THE TWO GROUPS TOGETHER AND TO THE STUDY OF THIS TYPE OF CRIME ARE SUGGESTED. BECAUSE MANAGEMENT IS RELUCTANT TO RESORT TO PROSECUTION WHEN FACED WITH NONVIOLENT CRIMES SUCH AS EMBEZZLEMENT, INSURANCE FRAUD BY ARSON, COMPUTER CRIMES, EMPLOYEE PILFERING, AND SHOPLIFTING BY JUVENILES, THERE ARE FEW RELIABLE SOURCES OF DATA AND LITTLE EXPERTISE AVAILABLE CONCERNING THE PROBLEM. DEMONSTRATION PROJECTS ARE SUGGESTED FOR THE FOLLOWING: 1) TRAINING PROGRAMS FOR COMMERCIAL MANAGEMENT; 2) ESTABLISHING ECONOMIC CRIME UNITS; 3) TRAINING THE UNITS; 4) ESTABLISHING AN ARSON TASK FORCE; 5) TRAINING THE TASK FORCE; 6) JUDICIAL EDUCATION ON ECONOMIC CRIME; AND 7) DEMOTIVATION STRATEGIES, CONCENTRATING ON PROGRAMS CONCERNING YOUNG PEOPLE AND THE CRIMES OF SHOPLIFTING AND VANDALISM. THESE PROGRAMS ARE PART OF THREE MUTUALLY SUPPORTIVE STRATEGIES; DEFENSE, DETERRENCE, AND DEMOTIVATON. PROPOSALS INCLUDE OBJECTIVES, SITE SELECTION GUIDELINES, AND PROJECT ORGANIZATION. SINCE THERE IS A LACK OF OBJECTIVE DATA CONCERNING THE MAGNITUDE OF NONVIOLENT CRIME AGAINST BUSINESS, A NUMBER OF RESEARCH PROJECTS ARE RECOMMENDED. THEY INCLUDE AN ECONOMETRIC STUDY OF THE SOCIAL COSTS OF THIS TYPE OF CRIME; A PROGRAM OF SPECULATION BY COMPUTER EXPERTS ON HOW COMPUTERS MAY BE USED IN CRIME, AND HOW SUCH A USE MAY BE DETERRED; RESEARCH FOCUSING ON RELEVANT LAWS AND SENTENCING PROCEDURES; EXPLORATION OF THE PROPOSED DEVELOPMENT OF SEPARATE COURTS FOR CRIMES SUCH AS SHOPLIFTING; DETERMINING PREDICTORS OF INSURANCE FRAUD; IMPROVEMENT OF COOPERATIVE EFFORTS BETWEEN BUSINESS AND THE CRIMINAL JUSTICE SYSTEM, AND BETWEEN BUSINESS AND OTHER BUSINESS; AND IDENTIFYING MANAGEMENT TECHNIQUES THAT HELP TO DETER EMPLOYEE THEFT. TWO OTHER RECOMMENDATIONS ARE DESIGNED TO INCREASE THE INFORMATION AVAILABLE ABOUT THIS TYPE OF CRIME AND TO DISSEMINATE IT TO THE PUBLIC, BUSINESS\COMMUNITY, AND TO THE CRIMINAL JUSTICE SYSTEM: THE DEVELOPMENT OF A NATIONAL DATA BASE (WHICH WOULD INVOLVE THE SOLUTION OF MANY OF THE DATA COLLECTION PROBLEMS NOTED ABOVE AND WOULD INCLUDE MUCH OF THE SUGGESTED RESEARCH) AND THE ESTABLISHMENT OF AN ECONOMIC CRIME INSTITUTE TO DISSEMINATE INFORMATION, INITIATE RESEARCH PROJECTS IN SUCH AREAS AS ASSET PROTECTION AND CRIMINAL STATISTICS, EXECUTE MANY OF THE OTHER RECOMMENDATIONS, AND DEVELOP THE PUBLIC INFORMATION AND EDUCATION PACKAGES SUGGESTED BY THE TASK FORCE. APPENDIXES TO THE RECOMMENDATIONS DESCRIBE THE TERMS OF THE LEAA GRANT, THE PROCESS OF PLANNING TO MEET THE GRANT OBJECTIVES, A LIST OF MEMBERS OF THE CRIMES AGAINST BUSINESS COUNCIL, A SUMMARY OF THE IN-DEPTH INTERVIEWS WHICH WERE CONDUCTED WITH A VARIETY OF SPECIALISTS IN ECONOMIC CRIME, THE CONCEPT PAPERS WHICH WERE DEVELOPED CONCERNING THE DEMONSTRATION PROJECTS, AND A SUMMARY OF AMERICAN MANAGEMENT ASSOCIATION WORKSHOPS FOR THE PROJECT.

Sponsoring Agency: US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION.

Availability: NCJRS MICROFICHE PROGRAM.

38. J. V. FECHTER and E. M. ROBERTSON. CATALOG OF SECURITY EQUIPMENT. US DEPARTMENT OF COMMERCE NATIONAL BUREAU OF STANDARDS LAW ENFORCEMENT STANDARDS LABORATORY, WASHINGTON DC 20234. 53 p. 1978. **NCJ-56874**

THE SECURITY EQUIPMENT CATALOG PUBLISHED BY THE LAW ENFORCEMENT STANDARDS LABORATORY FOR NILECJ ACQUAINTS THE GENERAL PUBLIC WITH THE TYPES OF EQUIPMENT THAT ARE AVAILABLE TO PROTECT RESIDENCES AND BUSINESSES. THE CATALOG IS CONCERNED PRIMARILY WITH SECURITY EQUIPMENT FOR PREVENTING CRIMES OF OPPORTUNITY; I.E., TARGET HARDENING. THE EQUIPMENT IS CLASSIFIED INTO FOUR FUNCTIONAL AREAS: PHYSICAL SECURITY, ACCESS CONTROL, ALARM SYSTEMS, AND BUSINESS AND INDUSTRY EQUIPMENT. WITHIN EACH AREA, ITEMS ARE IDENTIFIED AND DESCRIBED IN TERMS OF THEIR COST RANGE, USUAL APPLICATIONS, AND CONSTRUCTION. DISTRIBUTORS OF THE ITEMS ARE LISTED ALPHABETICALLY BY PRODUCT AT THE END OF EACH SECTION. ADDRESSES AND TELEPHONE NUMBERS OF DISTRIBUTORS ARE PROVIDED AT THE END OF THE CATALOG. EXAMPLES OF EQUIPMENT IN EACH OF THE FOUR FUNCTIONAL AREAS FOLLOW: (1) PHYSICAL SECURITY--SWINGING DOOR LOCKS SUCH AS BARRICADE BOLTS OR STRAIGHT BOLTS AND DEAD BOLT LOCKS, SLIDING GLASS DOOR AND WINDOW LOCKS INCLUDING BAR AND CHANNEL LOCKS, AND GLASS PROTECTION ITEMS SUCH AS IMPACT-RESISTANT GLAZING AND SCREENS; (2) ACCESS CONTROL--CARD READER LOCKING MECHANISMS, GUARD BOOTHS, AND INTERCOMS; (3) ALARM SYSTEMS--PHOTOELECTRIC CONTROLS AND DETECTORS FOR SENSORY POINT AND AREA PROTECTION, INFRARED MOTION DETECTORS FOR VOLUME PROTECTION, AND BELLS, BUZZERS, HORNS, AND SIRENS; AND (4) BUSINESS AND INDUSTRY EQUIPMENT--CARGO SEALS AND THEFT-TRACKING SYSTEMS, CHECK-WRITER AND DUMMY CAMERAS, AND OPTICAL SURVEILLANCE SYSTEMS. A SUBJECT INDEX AND A USERS' GUIDE TO THE CATALOG ARE INCLUDED.

Supplemental Notes: LIMITED NUMBER OF COPIES AVAILABLE FROM NBS.

Sponsoring Agency: US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531.

Availability: GPO Stock Order Nos. 003-003-01970-4; SP 480-35; US DEPARTMENT OF COMMERCE NATIONAL BUREAU OF STANDARDS LAW ENFORCEMENT STANDARDS LABORATORY, WASHINGTON DC 20234.

39. **FIREMAN'S FUND AMERICAN. PROTECTING YOUR BUSINESS FROM EMBEZZLEMENT, BURGLARY, AND ROBBERY.** 18 p. **NCJ-27142**

AS A COMPREHENSIVE CRIME PREVENTION GUIDE FOR BUSINESSES, THIS BOOKLET OUTLINES CONDITIONS OR ACTIONS WHICH FACILITATE CRIMES AGAINST BUSINESSES AND OFFERS SEVERAL SPECIFIC COUNTERMEASURES WHICH MAY BE UTILIZED. PROBLEMS OF INTERNAL SECURITY ARE FIRST DISCUSSED. IT IS STATED THAT THREE PRINCIPLES SHOULD BE FOLLOWED TO MAINTAIN EFFECTIVE INTERNAL CONTROL: SEPARATION OF EMPLOYEE FUNCTIONS; EMPHASIS ON THE IMPORTANCE OF APPROVALS AND CONTROLS FUNCTIONS; AND THE SYSTEMATIC USE OF OUTSIDE AND INTERNAL AUDITS. CONTROL OF SUCH VULNERABLE AREAS AS BANK ACCOUNTS, PAYABLES AND DISBURSEMENTS, PAYROLL, RECEIVABLES, PURCHASES, AND INVENTORIES ARE EXPLORED. PHYSICAL SECURITY AND MECHANICAL CRIME PREVENTION METHODS ARE ALSO DISCUSSED. PERSONNEL POLICIES DESIGNED TO CUT DOWN ON BUSINESS LOSSES DUE TO DISHONEST EMPLOYEES, AND SECURITY OF COMPANY RECORDS AND ELECTRONIC DATA PROCESSING RECORDS ARE NOTED AS WELL. FINALLY, SUGGESTIONS ARE PROVIDED FOR THE PREVENTION OF BURGLARIES AND ROBBERIES AND THE REDUCTION OF LOSSES DUE TO THESE CRIMES.

Availability: NCJRS MICROFICHE PROGRAM.

40. **E. L. FUSS. LOOKING OUT FOR NUMBER ONE—EMPLOYEE THEFT.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD*, V 16, N 6 (JUNE 1979), P 26-30, 32, 34, 36. **NCJ-58482**

FOLLOWING THE USE OF STATISTICS TO SHOW THE SERIOUSNESS OF EMPLOYEE THEFT AND A DISCUSSION OF MOTIVATIONS FOR SUCH THEFT, SECURITY PROCEDURES FOR THWARTING EMPLOYEE THEFT ARE SUGGESTED. RECENT ESTIMATES BY THE UNITED STATES DEPARTMENT OF COMMERCE ATTRIBUTE 30 PERCENT OF ALL BUSINESS FAILURES TO DISHONEST ACTS OF EMPLOYEES. INTERNAL THEFT OCCURS AT A RATE 15 TIMES HIGHER THAN EXTERNAL LOSSES, SUCH AS SHOPLIFTING AND BURGLARY. OTHER STUDIES INDICATE THAT ANYWHERE FROM 25 TO 80 PERCENT OF EMPLOYEES WILL BECOME INVOLVED IN DISHONEST ACTS IF PROPER CONTROLS ARE NOT ESTABLISHED TO DISCOURAGE THEM. THESE THEFTS ARE MOST OFTEN JUSTIFIED BY THEIR PERPETRATORS WITH RATIONALIZATIONS ASSOCIATED WITH POOR PAY, UNJUST COMPANY POLICIES, AND THE WEALTH OF THE COMPANY. SOME OF THE MOST EFFECTIVE METHODS USED TO MINIMIZE THESE THEFTS INVOLVE THE USE OF ELECTRONIC ALARM AND SURVEILLANCE SYSTEMS. ONE OF THE BEST WAYS TO CONTROL LOSSES IS TO ALLOW EMPLOYEES TO ENTER ONLY AREAS CRITICAL TO THEIR JOB FUNCTION. THE MODERN ACCESS CONTROL SYSTEM, USING AN INVISIBLY CODED CARD AND/OR DIGITAL KEY PAD WHICH ACCEPTS A MEMORIZED NUMBER, IS NOW SUFFICIENTLY COST EFFECTIVE TO SERVE ALMOST ANY SECURITY SITUATION. THE SIMPLEST APPROACH INVOLVES THE LOCALLY CONTROLLED ENTRANCE WHERE A CARD READER, CONTROL PANEL, ASSOCIATED PROCESSOR, AND ELECTRIC DOOR LOCK CAN BE IMPLEMENTED. WAYS TO PROTECT THE VULNERABILITIES OF SUCH A SYSTEM ARE DISCUSSED. STOREROOMS, BY THE NATURE OF THEIR FUNCTION, ARE TEMPTING TARGETS. THE FIRST STEP IN CONTROLLING LOSSES FROM THIS TYPE OF AREA IS TO INSTALL A MAGNETIC CONTACT ON THE DOOR THAT WILL SIGNAL TO A REMOTE LOCATION WHEN THE DOOR IS USED FOR UNAUTHORIZED ACCESS. THE NEXT STEP IS TO APPLY AN INTERNAL SYSTEM TO DETECT BREACH OF THE AREA THROUGH MEANS OTHER THAN NORMAL USE OF THE DOOR. VISUAL SURVEILLANCE OF CRITICAL AREAS WITH CLOSED CIRCUIT TELEVISION IS ANOTHER EFFECTIVE ELECTRONIC TOOL; HOWEVER, CHARGES OF INTRUSION UPON EMPLOYEE PRIVACY HAVE OFTEN BEEN SUCCESSFUL IN ELIMINATING SUCH A SYSTEM. PHOTOGRAPHIC SURVEILLANCE SYSTEMS ARE POPULAR IN BANKS TO AID IN THE APPREHENSION OF PERPETRATORS OF HOLDUPS. THE ADVANTAGES AND DISADVANTAGES OF EACH OF THESE SECURITY SYSTEMS ARE EXPLAINED.

41. **G. GREEN and R. C. FARBER. INTRODUCTION TO SECURITY.** 349 p. 1975. **NCJ-30070**

THIS TEXT DETAILS THE FUNDAMENTAL PRINCIPLES OF PHYSICAL PROTECTION, INTERNAL SECURITY, SYSTEMS OF DEFENSE, FIRE PREVENTION AND SAFETY, AND INSURANCE. IT ALSO PRESENTS AN OVERVIEW OF THE CAREER OPPORTUNITIES IN SECURITY FOR BUSINESS AND INDUSTRY, EXEMPLIFIED IN SUCH SPECIFIC AREAS AS RETAIL, HOSPITAL, CARGO, AND COMPUTER SECURITY, AND SECURITY SERVICES. A BIBLIOGRAPHY AND ALPHABETICAL INDEX ARE INCLUDED.

Availability: SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034.

42. **B. GREENBERG and E. F. FENNESSY. SECOND YEAR EVALUATION OF THE SAN JOSE ROBBERY PREVENTION PROGRAM.** E FENNESSY ASSOCIATES, 1199 SKYLINE DRIVE, DALE CITY CA 94015. 105 p. 1977. **NCJ-45241**

THE IMPLEMENTATION AND INDEPENDENT EVALUATION OF A PROJECT AIMED AT IMPROVING POLICE EFFECTIVENESS IN DEALING WITH ARMED ROBBERY OF COMMERCIAL ESTABLISHMENTS IN SAN JOSE, CALIF., ARE DOCUMENTED. SAN JOSE'S ROBBERY PREVENTION PROJECT CONSISTS OF A SURVEILLANCE CAMERA PROGRAM AND A SECRET WITNESS PROGRAM. THE POLICE DEPARTMENT INSTALLS SURVEILLANCE CAMERAS IN SELECTED STORES AND OFFERS REWARDS TO PERSONS WHO RESPONDED ANONYMOUSLY TO NEWSPAPER REQUESTS FOR WITNESS INFORMATION ON ROBBERIES. THE EVALUATION RELIES PRIMARILY ON QUANTITATIVE ANALYSIS OF PROJECT RESULTS BUT

ALSO TAKE INTO ACCOUNT THE PERCEPTIONS OF THE COMMUNITY WITH REGARD TO THE PROJECT'S EFFECTIVENESS. MAJOR EVALUATION FINDINGS INCLUDE THE FOLLOWING: (1) DURING 19 MONTHS OF OPERATION, THE PROJECT WAS A MAJOR FACTOR IN THE SUCCESSFUL CLEARANCE OF 150 ARMED ROBBERIES; (2) THE PROJECT WAS A MAJOR FACTOR IN 41 PERCENT OF ALL ARMED ROBBERY CLEARANCES IN THE FIRST YEAR AND IN 28 PERCENT OF ALL SUCH CLEARANCES IN THE FIRST 7 MONTHS OF THE SECOND YEAR; (3) THE PROJECT PRODUCED A 69 PERCENT INCREASE IN ARMED ROBBERY CLEARANCES IN THE FIRST YEAR AND A 56 PERCENT INCREASE IN THE FIRST 7 MONTHS OF THE SECOND YEAR; (4) THE PROJECT MADE MAJOR CONTRIBUTIONS TO A NET REDUCTION OF 87 PERCENT IN COMPLAINT REJECTIONS FOR ARMED ROBBERY; (5) THERE WAS A SIGNIFICANT INCREASE IN GUILTY PLEAS FOR ARMED ROBBERY CASES IN COMPARISON TO THE BASELINE PERIOD; AND (6) ARMED ROBBERY ARRESTS INCREASED BY 84 PERCENT OVER THE BASELINE DURING THE PROJECT'S FIRST YEAR AND BY 61 PERCENT DURING THE FIRST 7 MONTHS OF THE SECOND YEAR. THE CONSENSUS AMONG KEY OFFICIALS IN SAN JOSE'S PUBLIC AND PRIVATE SECTORS IS THAT THE ROBBERY PREVENTION PROJECT HAS BEEN WELL MANAGED, INNOVATIVE, AND EFFECTIVE. DETAILS OF EVALUATION METHODOLOGY AND FINDINGS, A DISCUSSION OF POLICY IMPLICATIONS, PLANS FOR THE PROJECT'S THIRD YEAR, AND SUPPORTING DATA ARE INCLUDED.

Sponsoring Agencies: US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION; CALIFORNIA OFFICE OF CRIMINAL JUSTICE PLANNING, 7171 BOWLING DRIVE, SACRAMENTO CA 95823.

Availability: NCJRS MICROFICHE PROGRAM.

43. **R. K. GRIFFIN. GUIDE TO RETAIL SECURITY.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD*, V 16, N 5 (MAY 1979), P 26-29. **NCJ-57453**

RETAIL SECURITY PERSONS MUST HAVE A THOROUGH KNOWLEDGE OF RETAILING PROCEDURES AND OF COMMON SHOPLIFTING AND EMPLOYEE THEFT TECHNIQUES TO SET UP LOSS-PREVENTION SYSTEMS AND INVESTIGATE THEFTS OF MERCHANDISE AND MONEY. RETAIL SECURITY OFFICERS MAY BE EITHER UNIFORMED OR PLAIN CLOTHES. UNIFORMED OFFICERS ARE INTENDED TO BE HIGH PROFILE AUTHORITY FIGURES AND MAY KEEP ORDER, GUARD ENTRANCES, AND BE STATIONED IN SUCH RESTRICTED AREAS AS WAREHOUSES. SECURITY OFFICERS HAVE THE RESPONSIBILITY OF SETTING UP PILFERAGE CONTROL PROCEDURES AND CHECKING TO SEE THAT LOSS-PREVENTION STRATEGIES ARE BEING FOLLOWED. THE SHOPLIFTING AGENT IS A PLAIN CLOTHES DETECTIVE WHO MUST BE ABLE TO OBSERVE WITHOUT BEING OBSERVED AND WHO MUST BE ABLE TO APPROACH A SUSPECT WITH FIRM TACT. MANY OF THE MOST EFFECTIVE SHOPLIFTING AGENTS ARE WOMEN BECAUSE ALERTNESS AND RESOURCEFULNESS ARE MORE IMPORTANT THAN PHYSICAL STRENGTH. THE RETAIL AGENT AND INVESTIGATOR IS A SPECIALIST WHO IS USUALLY CALLED IN TO INVESTIGATE THEFTS OF MONEY OR MERCHANDISE: MONEY MISSING FROM THE STORE SAFE, MONEY MISSING FROM CASH REGISTERS, MERCHANDISE STASHED IN TRASH BINS BY DISHONEST EMPLOYEES WHO PLAN TO RETRIEVE IT LATER. THE UNDERCOVER OPERATOR AND THE SHOPPING INVESTIGATOR ARE PLAIN CLOTHES DETECTIVES WHO ARE ASSIGNED TO INVESTIGATE EMPLOYEE THEFT. PHOTOGRAPHS SHOW COMMON SHOPLIFTING TECHNIQUES. TABLES LIST THE SKILLS THE SHOPLIFTING AGENT AND THE RETAIL SECURITY INVESTIGATOR MUST POSSESS.

44. **S. HAHN. MODERN ELECTRONIC SECURITY SYSTEMS.** 172 p. 1976. **NCJ-36933**

THIS BOOK ATTEMPTS TO DESCRIBE IN TECHNICAL TERMS ALL THE APPROACHES WHICH ARE CURRENTLY AVAILABLE TO INDUSTRY AND PRIVATE INDIVIDUALS WITH RESPECT TO THE INSTALLATION AND USAGE OF ELECTRONIC SECURITY SYSTEMS. IT BEGINS BY DETAILING THE VARIOUS PERIMETER AND SPACE INTRUSION DETECTION DEVICES, OUTLINING THE OPERATING PRINCIPLES AND CAPABILITIES OF EACH, INCLUDING MAGNETIC SWITCHES, VIBRATION CONTACTS, STEP MATS, TRIP WIRES AND TRAPS, FOIL, DOPPLER DETECTORS, ANTENNA RADIATION DEVICES, SONIC AND ULTRASONIC DEVICES, AUDIO DETECTION DEVICES, AND OTHERS. THE GUIDE THEN MOVES TO THE OTHER PARTS OF THE SECURITY SYSTEM—SECURITY CONTROLS AND POWER SUPPLIES. THE READER WILL FIND THE CHARACTERISTICS, ADVANTAGES, AND DISADVANTAGES OF EACH TYPE, PLUS EASY TO USE TABLES AND SCHEMATIC DIAGRAMS. DIFFERENT KINDS OF INTEGRATED SECURITY SYSTEMS ARE THEN COVERED, INCLUDING SIMPLE DOOR ALARMS, CAR AND TRUCK ALARMS, WIRELESS ALARMS, AND CLOSED-CIRCUIT TV SYSTEMS. CONCLUDING WITH A SPECIAL SECTION ON INSTALLATION, THE GUIDE OFFERS A WIDE ARRAY OF TECHNIQUES, TIPS, AND ADVICE TO ENSURE THE MOST EFFECTIVE, ERROR-FREE INSTALLATION OF DIFFERENT SYSTEMS. (AUTHOR ABSTRACT)

Availability: HAYDEN BOOK COMPANY, INC, 50 ESSEX STREET, ROCHELLE PARK NJ 07662.

45. **M. HALLETT and P. O'HEARN. SHOPLIFTING—NOBODY DECIDES BUT HE—A CURRICULUM NOTEBOOK.** WASHINGTON STATE OFFICE OF THE SUPERINTENDENT OF PUBLIC INSTRUCTION, OLD CAPITOL BUILDING, 6TH AND, WASHINGTON, OLYMPIA, WA 98504; WASHINGTON OFFICE OF THE ATTORNEY GENERAL WASHINGTON CRIME WATCH, TEMPLE OF JUSTICE, OLYMPIA WA 98504; WASHINGTON STATE COUNCIL ON CRIME AND DELINQUENCY. 61 p. **NCJ-58688**

THIS FIVE-UNIT CURRICULUM PACKAGE WAS DEVELOPED BY THE WASHINGTON CRIME WATCH, THE CRIME PREVENTION DIVISION OF THE STATE OFFICE OF THE ATTORNEY GENERAL, TO MAKE ELEMENTARY SCHOOL CHILDREN AWARE OF SHOPLIFTING. THE CURRICULUM PACKAGE IS INTENDED TO ACQUAINT CHILDREN IN GRADES FOUR, FIVE, AND SIX WITH RESPONSIBLE BEHAVIOR TOWARD PROPERTY AND ENABLE THEM TO COPE WITH PEER PRESSURE. MOST ACTIVITIES IN THE PACKAGE ARE DESIGNED SO STUDENTS CAN WORK INDEPENDENTLY. ALL STUDENT VOCABULARY WORDS APPEAR ON EACH UNIT'S GOAL PACKAGE. THEY ARE IDENTIFIED IN THE TEXT IN ITALICS AND ARE DEFINED IMMEDIATELY AFTER THEIR USE IN THE TEXT. AN ATTEMPT IS MADE TO SHOW HOW ACTIVITIES IN THE PACKAGE RELATE TO THE TOTAL SCHOOL PROGRAM. THE FIVE UNITS FOCUS ON (1) DISTINGUISHING BETWEEN PERSONAL AND OTHER KINDS OF PROPERTY AND BETWEEN BORROWING AND STEALING; (2) DISTINGUISHING FAMILY PROPERTY FROM OTHER KINDS OF PROPERTY, USING RULES TO RESOLVE FAMILY CONFLICT, AND EMPHASIZING COOPERATION; (3) DISTINGUISHING SCHOOL PROPERTY FROM OTHER KINDS OF PROPERTY AND INTRODUCING CONSEQUENCES OF THEFT FOR THE VICTIM, THE OBSERVER, AND THE THIEF; (4) IDENTIFYING MEMBERSHIP IN THE ECONOMIC COMMUNITY AND EMPHASIZING CONSEQUENCES OF SHOPLIFTING FOR THE VICTIM AND THE OBSERVER; AND (5) INTRODUCING PEER GROUP, PEER PRESSURE, AND COPING SKILLS AND EMPHASIZING CONSEQUENCES OF SHOPLIFTING FOR THE THIEF. A GLOSSARY OF TERMS IS INCLUDED.

46. **G. L. HAMLIN and GROVER C G. SELECTION AND APPLICATION GUIDE TO FIXED SURVEILLANCE CAMERAS—LAW ENFORCEMENT STANDARDS PROGRAM.** US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531. 29 p. 1974. **NCJ-15135**

DISCUSSION OF THE METHODS AND TYPES OF FIXED SURVEILLANCE PHOTOGRAPHY AND THEIR APPLICATION IN COMBATING CRIMINALS. THE RISE IN CRIME IN STORES, BANKS, AND OTHER BUSINESSES HAS INCREASED THE NEED FOR SECURITY EQUIPMENT. PHOTOGRAPHIC SURVEILLANCE, SUPPORTED BY ADVANCED ELECTRONICS AND FILM SYSTEMS NOT AVAILABLE IN

THE PAST, HAS ASSUMED AN INCREASINGLY IMPORTANT ROLE IN SECURITY. FIXED SURVEILLANCE PHOTOGRAPHY INVOLVES THE USE OF PERMANENTLY INSTALLED CAMERAS AND EQUIPMENT TO MONITOR AREAS WHERE CRIMINAL ACTIVITY IS LIKELY. THE THREE TYPES OF EQUIPMENT ADDRESSED ARE STILL CAMERAS, MOTION-PICTURE CAMERAS, AND TELEVISION SYSTEMS. THE PURPOSE OF THIS GUIDELINE IS TO PROVIDE INFORMATION WHICH WILL ENABLE A SMALL BUSINESSMAN TO INDEPENDENTLY ANALYZE HIS SECURITY NEEDS, DECIDE IF PHOTOGRAPHIC SURVEILLANCE SEEMS TO ANSWER THOSE NEEDS, AND PLAN GENERALLY WHAT TYPE OF SYSTEM BEST FITS HIS REQUIREMENTS. SUFFICIENT DETAIL IS PRESENTED TO PERMIT INTELLIGENT DISCUSSIONS WITH SALES REPRESENTATIVES IN CHOOSING THE MOST SATISFACTORY SURVEILLANCE EQUIPMENT. INFORMATION IS ALSO PROVIDED TO INFORM THE POTENTIAL USER OF SUCH EQUIPMENT OF ROUTINE MAINTENANCE REQUIREMENTS AND PROPER INSTALLATION TECHNIQUES. THIS GUIDE DEALS MAINLY WITH ROBBERY, SHOPLIFTING, AND EMPLOYEE THEFT, DISCUSSING SURVEILLANCE METHODS, TECHNIQUES, AND THE CONSIDERATIONS INVOLVED IN COMBATING THESE TYPES OF CRIME. THE ALLIED FIELD OF PROTECTION AGAINST BAD-CHECK PASSERS IS ALSO DISCUSSED, SINCE IT IS POSSIBLE IN SOME CASES TO USE SURVEILLANCE CAMERAS FOR THIS PURPOSE.

Supplemental Notes: NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE STANDARD PREPARED BY NATIONAL BUREAU STANDARDS.

Sponsoring Agency: US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION.

Availability: GPO Stock Order No. 027-000-00281-1; NTIS Accession No. PB 241 830/AS; NCJRS MICROFICHE PROGRAM.

47. **G. H. HARRIS. WHY'S AND HOW'S OF STOLEN GOODS RECOVERY, PART 1.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD*, V 14, N 4 (APRIL 1977), P 14-16. **NCJ-40812**

A DIRECTOR OF RETAIL SECURITY DESCRIBES TECHNIQUES OF OBTAINING EMPLOYEE ADMISSIONS OF THEFT, MAKING WRITTEN RECORDS OF SUCH ADMISSIONS, SEARCHING THE EMPLOYEE'S RESIDENCE, AND RECOVERING STOLEN PROPERTY. THE TECHNIQUES OUTLINED IN THIS ARTICLE ARE INTENDED TO AID THE EMPLOYER IN SUCCESSFULLY RETRIEVING EVIDENCE WHILE AVOIDING LEGAL PITFALLS. NOTING THAT CONFESSIONS OBTAINED BY EMPLOYERS ARE OFTEN SUBJECT TO ATTACK IN THE COURTS, THE AUTHOR STRESSES THAT PHYSICAL EVIDENCE SUCH AS STOLEN MERCHANDISE OFTEN SERVES TO LEGITIMIZE THE CONFESSION. FOR THIS REASON, THE AUTHOR FEELS THAT RECOVERY OF STOLEN PROPERTY IS IMPORTANT. HE OUTLINES INTERROGATION TECHNIQUES WHEREBY THE EMPLOYEE MAY ADMIT HIS OFFENSE, AND EMPHASIZES THAT A CONSENT TO SEARCH FORM SHOULD BE OBTAINED AS WELL AS A CONFESSION. METHODS OF SEARCHING THE EMPLOYEE'S RESIDENCE, FINDING STOLEN MERCHANDISE, AND PRESERVING THIS EVIDENCE FOR JUDICIAL PROCEEDINGS ARE DETAILED. LIMITATIONS OF THE SEARCH ARE ALSO DISCUSSED. FOR PART 2 OF THIS SERIES SEE NCJ-41716.

48. **G. H. HARRIS. WHY'S AND HOW'S OF STOLEN GOODS RECOVERY, PART 2.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD*, V 14, N 5 (MAY 1977), P 54-55, 124. **NCJ-41716**

THE AUTHOR INVESTIGATES THE LEGALITY OF PROCEDURES FOR OBTAINING EMPLOYEE ADMISSIONS OF THEFT, AND DISCUSSES RESTITUTION BY THE EMPLOYEE AND THE DECISION TO TERMINATE OR RETAIN THE DISHONEST EMPLOYEE. IT IS SUGGESTED THAT WHEN RESTITUTION IS OBTAINED, CARE MUST BE TAKEN TO ENSURE THAT ALL AGREEMENTS ARE MADE IN WRITING AND THAT PAYMENT IS RECEIVED ONLY FROM THE EMPLOYEE. IF THE DISHONEST EMPLOYEE IS RETAINED, THE AUTHOR RECOMMENDS THAT BUSINESSES REQUIRE TWO THINGS: RESTITUTION OF THE AMOUNT STOLEN AND THE OPPORTUNITY TO TEST THE EMPLOYEE'S HONESTY AT A LATER DATE THROUGH POLYGRAPH EXAMINATION. SUGGESTIONS FOR HANDLING TERMINATED EMPLOYEES ARE ALSO PROVIDED, WITH EMPHASIS ON METHODS OF OBTAINING RESTITUTION. SAMPLE FORMS TO BE USED IN THESE SITUATIONS ARE ALSO INCLUDED. FOR PART I OF THIS SERIES, SEE NCJ-40812.

49. **C. F. HEMPHILL. SECURITY FOR BUSINESS AND INDUSTRY.** 328 p. 1971. **NCJ-11488**

METHODS FOR REDUCING BUSINESS LOSSES DUE TO THEFT, VANDALISM, FIRE, BURGLARY, EMBEZZLEMENT, AND OTHER PROBLEMS. THE AUTHOR BEGINS BY DISCUSSING PHYSICAL ASPECTS OF BUSINESS SECURITY FROM THE SELECTION OF PLANT LOCATION AND ACTUAL BUILDING OF THE PLANT TO AN ASSORTMENT OF ALARM DEVICES AND PROTECTIVE SERVICES. SOUND PROCEDURAL CONTROLS ARE DETAILED WHICH APPLY TO PURCHASING AND RECEIVING, WAREHOUSING AND STOCKKEEPING, SHIPPING AND DELIVERIES, CONTROL OF MERCHANDISE IN SALES AREAS, AND THE HANDLING OF CASH RECEIPTS. IN ADDITION TO THE MORE TRADITIONAL PROBLEMS OF BUSINESS SECURITY—ARMED ROBBERY, BURGLARY, AND SHOPLIFTING—THE BOOK COVERS SUCH SPECIAL PROBLEM AREAS AS ELECTRONIC DATA PROCESSING SECURITY, BOMB THREATS, INDUSTRIAL ESPIONAGE, AND CIVIL DISTURBANCES AND RIOTS. THE LAST SECTION OF THE BOOK TAKES UP THE HUMAN ASPECTS OF LOSS PREVENTION—THE DISHONEST EMPLOYEE, PERSONNEL SELECTION AS RELATED TO LOSS PREVENTION, PAYROLL FRAUDS, EMPLOYEE GAMBLING, AND THE DETECTION OF WRONGDOING BY USE OF AN UNDERCOVER MAN. NUMEROUS CASE EXAMPLES ARE CITED THROUGHOUT THE WORK TO ILLUSTRATE THE DISCUSSIONS. THIS VOLUME WILL PROVE USEFUL TO INDIVIDUALS RESPONSIBLE FOR THEIR COMPANY'S SECURITY, TO OWNERS OF SMALL BUSINESSES, WAREHOUSE MANAGERS, DEPARTMENT STORE MANAGERS, AND ANYONE INTERESTED IN GUARDING HIS COMPANY AGAINST THEFT AND VANDALISM. (AUTHOR ABSTRACT MODIFIED)

Availability: DOW JONES-IRWIN, 1818 RIDGE ROAD, HOMEWOOD IL 60430.

50. **C. F. HEMPHILL JR. MANAGEMENT'S ROLE IN LOSS PREVENTION.** 192 p. 1976. **NCJ-32565**

AN EXPERT IN THE FIELD SETS OUT PRINCIPLES AND GIVES PRACTICAL EXAMPLES, CONTROLS, RECOMMENDATIONS, AND TECHNIQUES ON HOW TO PLAN AND IMPLEMENT AN EFFECTIVE BUSINESS LOSS PREVENTION PROGRAM. COVERED ARE BUSINESS LOSSES THROUGH WASTE, POOR PRODUCT CONTROL, ARSON, ROBBERY, BURGLARY, PILFERAGE, AND INTERNAL THEFT. (AUTHOR ABSTRACT)

Availability: AMACOM AMERICAN MANAGEMENT ASSOCIATION, 135 WEST 50TH STREET, NEW YORK NY 10020.

51. **R. L. HOLCOMB. PROTECTION AGAINST BURGLARY.** STATE UNIVERSITY OF IOWA. 54 p. 1973. **NCJ-16398**

THIS BOOK IS DIVIDED INTO TWO SECTIONS—PREVENTING BURGLARIES OF BUSINESS PLACES AND PREVENTING BURGLARIES OF HOMES. MANY DIFFERENT TOPICS ARE COVERED INCLUDING ARCHITECTURAL DESIGN; LIGHTING, LOCKS, SAFES, WATCHMEN, AND CLOSING PROCEDURES. THE SECTION ON HOME BURGLARY PREVENTION COVERS, AMONG OTHER THINGS, WINDOWS AND DOORS, WATCHDOGS, GUNS (NOT RECOMMENDED), AND PROCEDURES TO TAKE IF A BURGLAR IS DISCOVERED ON THE PREMISES. BURGLARY PREVENTION CHECKLISTS ARE PROVIDED FOR STORES AND HOMES.

52. **M. M. HUGHES. SUCCESSFUL RETAIL SECURITY—AN ANTHOLOGY.** 312 p. 1974. **NCJ-12417**

ARTICLES ON METHODS AND TECHNIQUES USED IN RETAIL OUTLETS TO PREVENT LOSSES. DURING THE PAST DECADE A PROFESSIONAL APPROACH TO LOSS PREVENTION HAS BEEN RECOG-

NIZED AS RETAIL MANAGEMENT'S MOST IMPORTANT TOOL FOR REDUCING THIS DRAIN ON RESOURCES. TO DO THIS, HOWEVER, ALL THE MANY AREAS OF LOSS MUST BE IDENTIFIED AND METHODS OF PREVENTION IMPLEMENTED. IN RESPONSE TO THIS PROBLEM, SUCCESSFUL RETAIL SECURITY BRINGS TOGETHER, IN ONE VOLUME, A WIDE RANGE OF RETAIL SECURITY PROBLEMS AND PROVEN, EFFECTIVE METHODS THROUGH WHICH THEY ARE SOLVED. EACH CHAPTER, WHICH FIRST APPEARED AS AN ARTICLE IN SECURITY WORLD MAGAZINE, REPRESENTS SUCCESSFUL TECHNIQUES BY SECURITY EXPERTS TO COMBAT BUSINESS CRIMES SUCH AS BURGLARY, ROBBERY, EMPLOYEE THEFT, SHOPLIFTING, AND PASSING OF FRAUDULENT CHECKS. CONSIDERABLE ATTENTION IS GIVEN TO INTERNAL CONTROL OF THEFT, WHICH BEGINS WITH SOUND MANAGEMENT PRACTICES SUCH AS CAREFUL SCREENING OF POTENTIAL EMPLOYEES AND STRICT ENFORCEMENT OF OPERATING PROCEDURES AND POLICIES BY WELL-TRAINED SECURITY PERSONNEL. THE MAINTENANCE OF GOOD INVENTORY RECORDS, EMPLOYEE BONDING, AND THE USE OF CAMERAS IN THE VICINITY OF CASH REGISTERS ARE EXAMPLES OF COUNTERMEASURES TO INTERNAL THEFT. PHYSICAL SECURITY MEASURES ARE OFFERED FOR THE CONTROL OF BOTH INTERNAL AND EXTERNAL THEFT. THE REMAINDER OF THE BOOK IS DEVOTED TO CONTROL OF SPECIFIC TYPES OF LOSSES. THE SECTIONS ON SHOPLIFTING INCLUDE A STUDY WHICH PRESENTS CHARACTERISTICS OF SHOPLIFTERS, METHODS USED TO COMMIT THE CRIME, AND TIPS FOR SHOPLIFTING CONTROL. COMMENTS ARE MADE ON PROTECTIVE PROCEDURES AGAINST ARMED ROBBERY AND BURGLARY. PLANS TO GUARD AGAINST LOSSES DUE TO FIRE, CIVIL DISORDERS, AND NATURAL DISASTERS ARE ALSO DISCUSSED.

Availability: SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034.

53. A. C. KAUFMANN. COMBATING SHOPLIFTING. NATIONAL RETAIL MERCHANTS ASSOCIATION, 100 WEST 31ST STREET, NEW YORK NY 10001. 79 p. 1974.
NCJ-14157

OUTLINE OF THE PROBLEM OF STOCK SHORTAGES, FOCUSING ON LOSSES DUE TO SHOPLIFTING, AND DISCUSSION OF APPROPRIATE COUNTERMEASURES. DUE TO THE DRAMATIC INCREASE IN STOCK SHORTAGES IN THE 1960-1970 PERIOD, MERCHANTS ARE PURSUING AND TRYING ALMOST EVERY POSSIBLE WAY TO ALTER THIS TREND, INCLUDING THE PURCHASE OR RENTAL OF MECHANICAL SURVEILLANCE SYSTEMS AND THE HIRING OF SECURITY PERSONNEL. THE NATIONAL RETAIL MERCHANTS ASSOCIATION (NRMA) CONDUCTED A SURVEY OF NUMEROUS RETAIL STORES IN AN ATTEMPT TO DETERMINE THE SCOPE OF THE PROBLEM AND IDENTIFY MEASURES BEING TAKEN TO COMBAT IT. WHILE STOCK SHRINKAGE CAN BE CAUSED BY CLERICAL ERRORS, INTERNAL THEFT, AND SHOPLIFTING, THIS DOCUMENT FOCUSES ON SHOPLIFTING BECAUSE OF ITS MAJOR IMPORTANCE. FOLLOWING A BRIEF INTRODUCTION TO THE PROBLEM OF RETAIL SHRINKAGE, THE AUTHOR CONSIDERS ELECTRONIC SURVEILLANCE DEVICES AS A MEANS OF REDUCING SHOPLIFTING LOSSES. A NARRATIVE DIGEST OF THE NRMA SURVEY IS PROVIDED AND STATISTICS CONCERNING RETAIL SALES BY CLASSIFICATION AND THE PRACTICE OF ELECTRONICALLY TAGGING MERCHANDISE ARE GIVEN. THE PROSPECT OF REDUCING SHOPLIFTING THROUGH JOINT COMMUNITY EFFORTS IS EXPLORED. THE LATTER HALF OF THE BOOK—THE APPENDIX—CONSISTS OF SUMMARIES OF SEVERAL RETAIL STORE INTERVIEWS, BRIEF DISCUSSIONS OF SHOPLIFTING TRENDS IN THE UNITED KINGDOM, FRANCE, AND JAPAN, AND EXCERPTS FROM A SECURITY NEWSLETTER USED BY A LARGE DEPARTMENT STORE AS A MEANS OF COMMUNICATING WITH ITS STAFF ON THIS VITAL PROBLEM. THE NRMA HAS CONCLUDED THAT THE SHRINKAGE PROBLEM CAN BE CONTAINED TO A REASONABLE DEGREE IF AND WHEN STORE OWNERS AND/OR MANAGERS TAKE A CONSISTENT AND PERSISTENT INTEREST IN DOING SO.

Availability: NATIONAL RETAIL MERCHANTS ASSOCIATION, 100 WEST 31ST STREET, NEW YORK NY 10001.

54. L. KOLODNY. OUTWITTING BAD CHECK-PASSERS. US SMALL BUSINESS ADMINISTRATION, 1441 L STREET, NW, WASHINGTON DC 20416. 8 p. 1969.
NCJ-18452

REPRINT WHICH OFFERS SMALL BUSINESSMEN SUGGESTIONS ON HOW TO AVOID ACCEPTING FRAUDULENT, STOLEN, OR INSUFFICIENT FUNDS CHECKS THE SEVEN DIFFERENT KINDS OF CHECKS A SMALL STORE IS LIKELY TO RECEIVE ARE IDENTIFIED AND THE DANGERS ASSOCIATED WITH ACCEPTING EACH ARE DISCUSSED. SPECIFIC PRECAUTIONARY MEASURES THAT CAN BE TAKEN TO MINIMIZE THE LIKELIHOOD THAT A CHECK IS 'BAD' ARE ALSO DESCRIBED. CONSIDERED, IN ADDITION, ARE THE TYPES OF IDENTIFICATION THAT SHOULD AND SHOULD NOT BE ACCEPTED AND THE RECOVERY PROCEDURE FOR CERTAIN TYPES OF BAD CHECKS.

Availability: US SMALL BUSINESS ADMINISTRATION, 1441 L STREET, NW, WASHINGTON DC 20416; NCJRS MICROFICHE PROGRAM.

55. S. LEININGER, Ed. INTERNAL THEFT—INVESTIGATION AND CONTROL—AN ANTHOLOGY. 1975.
NCJ-30799

TWO DOZEN SPECIALISTS IN INTERNAL THEFT CONTROL ANALYZE HOW AND WHY INTERNAL THEFT OCCURS, AND WHAT CONTROL MEASURES ARE MOST EFFECTIVE IN COMBATTING IT. CONTRIBUTING AUTHORS INCLUDE EXPERTS IN SECURITY SERVICES. INVESTIGATION AND POLYGRAPH, CORPORATE LOSS PREVENTION, INSURANCE, CRIMINOLOGY, AND PSYCHOLOGY. INVESTIGATION AND THEFT PREVENTION ARE EXAMINED IN DETAIL. AREAS EMPHASIZED ARE UNDER COVER INVESTIGATION, INTERROGATION AND CONFESSIONS, POLYGRAPHING, CASH AND INVENTORY CONTROL, PRE-EMPLOYMENT SCREENING, AND ELECTRONIC SURVEILLANCE.

Availability: SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034.

56. MICHIGAN STATE POLICE, 714 SOUTH HARRISON ROAD, EAST LANSING MI 48823. ROBBERY PREVENTION MANUAL. 24 p.
NCJ-46129

THE PROBLEM OF BUSINESS ROBBERY IS ADDRESSED AND PROCEDURAL AND PHYSICAL PREVENTIVE TIPS ARE PROVIDED TO PROTECT ONE'S BUSINESS FROM CRIME. EVERY BUSINESS IS A POTENTIAL TARGET FOR A CRIME, AND THE MANAGEMENT'S APPROACH TO SECURITY IS WHAT DETERMINES WHETHER IT IS AN EASY OR DIFFICULT TARGET. A BUSINESS SHOULD BE MADE AS DIFFICULT A TARGET AS POSSIBLE, AND THIS MANUAL PROVIDES GUIDELINES FOR DOING SO. THE MOST IMPORTANT ASPECT IN CRIME PREVENTION IS WHAT GOES ON BEFORE THE ROBBERY. GOOD VISIBILITY AROUND THE BUSINESS IS NECESSARY, FOR EXAMPLE LIGHTING OF THE PARKING LOT AND THE EXTERIOR OF THE BUILDING. THE CASH REGISTER SHOULD BE EASILY VISIBLE BOTH FROM INSIDE AND OUTSIDE THE BUILDING. ANOTHER IMPORTANT ASPECT IS THE HANDLING OF MONEY. MANAGERS ARE INSTRUCTED NOT TO DO THEIR BANKING REGULARLY, NOT TO COUNT MONEY IN FRONT OF CUSTOMERS, AND TO KEEP ONLY A MINIMAL AMOUNT OF CASH IN THE REGISTER AT ALL TIMES. SURVEILLANCE CAMERAS AND ALARM SYSTEMS ARE EFFECTIVE CRIME DETERRENTS. PROCEDURAL CONSIDERATIONS, I.E. LOCKING UP AT NIGHT AND UNLOCKING IN THE MORNING, AND EMPLOYEE TRAINING ARE ALL IMPORTANT IN CRIME PREVENTION. DURING A ROBBERY, ONE SHOULD OBEY THE ROBBER CALMLY AND TRY TO OBSERVE FOR PHYSICAL DESCRIPTIONS, GETAWAY VEHICLES, AND DIRECTION OF ESCAPE. AFTER A ROBBERY, WITNESSES SHOULD BE DETAINED, POLICE CALLED AND DETAILS WRITTEN DOWN. BUSINESS OWNERS HAVE A ROLE EQUALLY IMPORTANT TO THAT OF THE POLICE IN TRYING TO SOLVE THE CRIME. THEY ARE THE ONLY ONES AVAILABLE TO RELATE TO THE POLICE THE PHYSICAL DESCRIPTION OF THE ROBBER, THE ROBBER'S METHODS OF ESCAPE, AND WHAT WAS STOLEN. IT IS NOTED THAT TO SOME EXTENT, THESE GUIDELINES CAN BE AP-

PLIED TO OTHER SITUATIONS. APPENDIXES PROVIDE CHARTS FOR SUSPECT DESCRIPTION AND WEAPONS IDENTIFICATION.
Availability: NCJRS MICROFICHE PROGRAM.

57. MINNESOTA GOVERNOR'S COMMISSION ON CRIME PREVENTION AND CONTROL, 444 LAFAYETTE ROAD, 2ND FLOOR, ST PAUL MN 55101. COMMERCIAL SECURITY. 12 p. **NCJ-39234**

THIS BOOKLET PROVIDES A CHECKLIST AND SUGGESTIONS TO HELP RETAILERS MAKE CRIMES AGAINST THEIR BUSINESSES RISKY AND UNREWARDING. THE FIRST AREA ADDRESSED IS BURGLARY—THE 'OPEN DOOR' POLICY IS NOT RECOMMENDED. DOOR AND WINDOW SECURITY, ADEQUATE LIGHTING AND ALARM SYSTEMS, AND DEBRIS-FREE INTERIOR AND EXTERIOR PREMISES ARE MANDATORY. IF ROBBED, A GOOD DESCRIPTION OF THE ROBBER IS ESSENTIAL. IT IS ALSO IMPORTANT NOT TO REVEAL LARGE LOSSES OR OPERATING METHODS IN NEWSPAPER ACCOUNTS OF THE ROBBERY—THEY MIGHT BE CONSTRUED AS AN INVITATION TO ROB. SHOPLIFTING PRECAUTIONS INCLUDE PERSONALIZED ATTENTION TO CUSTOMERS, SURVEILLANCE OF FITTING ROOMS AND ISOLATED AREAS, PROPER MERCHANDISE DISPLAY PROCEDURES, AND A CONSISTENT POLICY OF PROSECUTING SHOPLIFTERS. GOOD MANAGEMENT PRACTICES ARE THE BEST WAY TO FORESTALL EMPLOYEE THEFT. THESE INCLUDE THROUGH CHECKS OF THE REFERENCES OF NEW EMPLOYEES, SPOT CHECKS OF EMPLOYEES' WORK, THE MAINTENANCE OF CLEAR LINES OF AUTHORITY, AND FAIR PAY RATES. OVERALL THEFT PREVENTION CAN BE ACCOMPLISHED BY HAVING AN OUTSIDE SECURITY APPRAISAL, ELIMINATING OPPORTUNITIES BY INCREASING THE RISK, USING GOOD SECURITY HARDWARE AND ALARM SYSTEMS, LIMITING THE TIME A THIEF CAN WORK UNDETECTED, REDUCING THE VALUE OF THE POTENTIAL THEFT, JOINING OPERATION IDENTIFICATION, AND RESEARCHING ADDITIONAL SECURITY MEASURES.
Availability: GPO. Stock Order No. 027-000-00530-6.

58. NATIONAL ADVISORY COMMITTEE ON CRIMINAL JUSTICE STANDARDS AND GOALS, WASHINGTON DC. PRIVATE SECURITY—REPORT OF THE TASK FORCE ON PRIVATE SECURITY. 618 p. 1976. **NCJ-40543**

THIS REPORT PRESENTS RECOMMENDATIONS OF THE NATIONAL ADVISORY COMMITTEE ON CRIMINAL JUSTICE STANDARDS AND GOALS FOR UPGRADING THE PERSONNEL, EQUIPMENT, INTERAGENCY COOPERATION, AND REGULATION OF PRIVATE SECURITY. IN THE MIDST OF THIS NATION'S HIGH PRIORITY STRUGGLE TO PREVENT AND REDUCE CRIME, A MASSIVE RESOURCE EXISTS FOR CRIME PREVENTION AND REDUCTION THAT HOLDS PROMISE OF GREAT ASSISTANCE TO THE TRADITIONAL CRIMINAL JUSTICE AGENCIES. THAT RESOURCE IS THE PRIVATE SECURITY INDUSTRY. THIS REPORT OF THE NATIONAL ADVISORY COMMITTEE ON CRIMINAL JUSTICE STANDARDS AND GOALS REPESENTS THE FIRST NATIONAL EFFORT TO SET REALISTIC AND VIABLE STANDARDS AND GOALS DESIGNED FOR THE OBJECTIVE OF MAXIMIZING THE ABILITY, COMPETENCY, AND EFFECTIVENESS OF THE PRIVATE SECURITY INDUSTRY FOR ITS ROLE IN THE PREVENTION AND REDUCTION OF CRIME. ALL OF THE STANDARDS AND GOALS CONTAINED IN THIS REPORT CAN ASSIST IN REACHING THIS OBJECTIVE, BUT CERTAIN AREAS NOTED IN THIS REPORT REQUIRE SPECIAL ATTENTION. THESE INCLUDE GOVERNMENT LICENSING AND REGISTRATION OF PRIVATE SECURITY; INCORPORATION OF PRIVATE SECURITY CRIME PREVENTION TECHNIQUES IN BUILDING DESIGN AND CONSTRUCTION; IMPROVEMENT OF PRIVATE SECURITY INDUSTRY SALARIES TO REFLECT THE RESPONSIBILITIES OF PRIVATE SECURITY; UPGRADING OF TRAINING AND EDUCATION FOR PRIVATE SECURITY PERSONNEL; IMPROVEMENT OF ALARM SYSTEMS TO DECREASE FALSE ALARMS; INCLUSION OF PRIVATE SECURITY INPUT IN GOVERNMENT PLANNING AND DEVELOPMENT; AND IMPROVEMENT OF THE WORKING RELATIONSHIPS OF POLICE AND PRIVATE SECURITY. THE STANDARDS AND GOALS ARE AIMED AT INCREASING THE CRIME PREVENTION BENEFITS OF THE PRIVATE SECURITY INDUSTRY, BOTH TO ITS CLIENTS AND TO THE PUBLIC. WHILE LEAA PROVIDED FINANCIAL SUPPORT FOR PRODUCTION OF THIS REPORT, THE RECOMMENDATIONS PRESENTED ARE NOT NECESSARILY THOSE OF LEAA, AND THEIR ACCEPTANCE IS NOT MANDATED BY LEAA. HOWEVER, LEAA DOES ENCOURAGE EACH STATE AND LOCALITY TO EVALUATE ITS PRESENT STATUS IN LIGHT OF THE REPORT AND TO DEVELOP STANDARDS THAT ARE APPROPRIATE FOR THEIR COMMUNITIES. THE REPORT IS DIVIDED INTO FIVE MAJOR SECTIONS. PART ONE IS AN OVERVIEW OF THE PRIVATE SECURITY INDUSTRY AND IS INTENDED TO ESTABLISH THE SETTING FOR THE STANDARDS AND GOALS THAT FOLLOW. THE REMAINING PARTS OF THE REPORT ADDRESS SPECIFIC TOPICS AND CONTAIN THE STANDARDS AND GOALS DEVELOPED BY THE PRIVATE SECURITY TASK FORCE. THESE TOPICS INCLUDE PERSONNEL ISSUES SUCH AS SELECTION, TRAINING, AND ETHICS; STANDARDS AND GOALS ON THE USE OF ALARM SYSTEMS AND ENVIRONMENTAL SECURITY; THE RELATION OF PRIVATE SECURITY TO LAW ENFORCEMENT, CONSUMERS, AND HIGHER EDUCATION; AND LICENSING AND REGULATION OF PRIVATE SECURITY PERSONNEL. ELEVEN APPENDIXES ARE ALSO INCLUDED, CONTAINING RESEARCH FINDINGS OF STUDIES CONDUCTED BY THE PRIVATE SECURITY TASK FORCE AND MODEL STATUTES DEVELOPED BY THE PRIVATE SECURITY ADVISORY COUNCIL. (AUTHOR ABSTRACT MODIFIED)
Sponsoring Agency: US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION.
Availability: GPO. Stock Order No. 052-003-00225-6.

59. NATIONAL CRIME PREVENTION INSTITUTE, 2100 GARDINER LANE, LOUISVILLE KY 40205. RETAIL SECURITY—INFORMATION PACKAGE. 175 p. 1978. **NCJ-51814**

ARTICLES DESCRIBING WAYS OF PREVENTING CRIME IN RETAIL ESTABLISHMENTS--SHOPLIFTING, BURGLARY, EMBEZZLEMENT, ROBBERY, EMPLOYEE THEFT, ETC.--ARE REPRINTED. A U.S. DEPARTMENT OF COMMERCE REPORT ON CRIME IN RETAILING COVERS THE ECONOMIC IMPACT OF CRIMES AGAINST RETAIL STORES, TYPES OF CRIMES AGAINST BUSINESSES, HOW TO MINIMIZE CRIME LOSSES, EXAMPLES OF BUSINESS ANTICRIME EFFORTS, AND SOURCES OF ASSISTANCE. GUIDELINES FOR ESTABLISHING AN EFFECTIVE SECURITY PROGRAM IN A RETAIL ESTABLISHMENT ARE GIVEN ALONG WITH A REPORT ON METHODS OF THEFT BY CATEGORIES OF EMPLOYEE GROUPS AND ON PREVENTIVE CONTROLS. A RERORT FROM THE GREATER GRAND RAPIDS (MICH.) CHAMBER OF DETECTING SHOPLIFTING, AND TO THE DETENTION, ARREST, AND PROSECUTION OF SHOPLIFTERS. AREAS IN WHICH BUSINESSES ARE VULNERABLE TO SPECIFIC TYPES OF CRIME ARE NOTED, TOGETHER WITH PREVENTIVE MEASURES, IN A REPORT FROM THE FIREMAN'S FUND AMERICAN INSURANCE COMPANIES. ANOTHER REPORT LISTS COMMON TECHNIQUES OF SHOPLIFTERS AND PROCEDURES FOR HANDLING SHOPLIFTING INCIDENTS. OTHER ARTICLES ON SHOPLIFTING INCLUDE A STUDY IN WHICH SHOPLIFTING RATES WERE REDUCED WHEN SIGNS IDENTIFYING FREQUENTLY STOLEN MERCHANDISE WERE POSTED AND A STUDY OF THE CHARACTERISTICS OF BYSTANDERS IN SHOPLIFTING INCIDENTS. AN OVERVIEW OF EMPLOYEE THEFT--DEFINITION, MEASUREMENT, ETIOLOGY, CONTROL--INCLUDES SUGGESTIONS FOR FURTHER RESEARCH INTO THE PROBLEM. A SECOND ARTICLE ON EMPLOYEE THEFT DESCRIBES STUDIES CONCERNED WITH DEVELOPING INSTRUMENTS TO PREDICT THEFT POTENTIAL IN EMPLOYEES. A 1-PAGE CHECK-CASHING PROCEDURE FOR RETAIL STORES IS ALSO PROVIDED.

60. NATIONAL RETAIL MERCHANTS ASSOCIATION, 100 WEST 31ST STREET, NEW YORK NY 10001. TEENAGE SHOPLIFTING—WHAT ONE COMMUNITY DID ABOUT IT—A CASE STUDY. 34 p. 1968. **NCJ-27483**

THIS DOCUMENT DESCRIBES THE EFFORTS OF THE TWIN COMMUNITIES OF CHAMPAIGN AND URBANA, ILLINOIS, TO CURB TEENAGE SHOPLIFTING THROUGH A PUBLIC RELATIONS AND INFORMATION CAMPAIGN DIRECTED AT YOUTH AND THEIR PAR-

ENTS. THE MAIN THRUST OF THIS PREVENTIVE PROGRAM WAS THE DEVELOPMENT AND DISTRIBUTION OF A PAMPHLET WHICH OUTLINES THE CAUSES OF SHOPLIFTING, DESCRIBES THE EFFECTS THAT A CRIMINAL RECORD FOR SHOPLIFTING MAY HAVE ON A TEENAGER'S FUTURE, AND EMPHASIZES THAT SHOPLIFTING IS A CRIMINAL OFFENSE. THIS DOCUMENT INCLUDES A SAMPLE PAMPHLET, LETTERS DEALING WITH THE PROGRAM, DEMOGRAPHIC AND ECONOMIC INFORMATION ON THE TWO COMMUNITIES, THE MINUTES OF SEVERAL MEETINGS OF THE SHOPLIFTING COMMITTEE, AND COPIES OF THE NEWSPAPER ARTICLES WRITTEN ON THIS PROJECT.

Availability: NATIONAL RETAIL MERCHANTS ASSOCIATION, 100 WEST 31ST STREET, NEW YORK NY 10001.

61. **NATIONAL RETAIL MERCHANTS ASSOCIATION, 100 WEST 31ST STREET, NEW YORK NY 10001. WATCH OUT FOR THAT THIEF.** 27 p. 1969. **NCJ-27462**

AN OVERVIEW OF THE CHARACTERISTICS AND TECHNIQUES OF SHOPLIFTERS AND OTHER TYPES OF STORE THIEVES, INTENDED FOR USE BY MERCHANTS. SHOP PERSONNEL ARE INSTRUCTED TO BE ALERT FOR THE MOST COMMON SHOPLIFTING TECHNIQUES. SOPHISTICATED PROFESSIONAL METHODS ARE REVIEWED. OTHER TYPES OF THEFT, SUCH AS PRICE-SWITCHING AND SHORT-CHANGING, ARE ALSO PRESENTED. PREVENTIVE PROCEDURES ARE OUTLINED. CUSTOMER APPEARANCE AND BEHAVIOR FACTORS WHICH MAY INDICATE CRIMINAL ACTIVITY OR INTENT ARE ALSO STRESSED.

62. **R. W. OTIS. ORGANIZING FOR RETAIL LOSS PREVENTION.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD,* V 14, N 4 (APRIL 1977), P 46-47, 64. **NCJ-40815**

TWO PRINCIPLES ARE BASIC TO REDUCING SHRINKAGE (INTERNAL THEFT, SHOPLIFTING, PAPERWORK ERRORS) IN RETAIL CHAIN OPERATIONS—PROPER ORGANIZATION AND EFFECTIVE GUIDELINES TO CONTROL EMPLOYEE CONDUCT AND JOB PERFORMANCE. TO MORE EFFECTIVELY DIRECT THE ACTIVITIES OF THE CORPORATION TO A MORE PRODUCTIVE LEVEL, AND SUBSTANTIALLY REDUCE LOSSES THROUGH SHRINKAGE, CERTAIN MANAGEMENT FUNCTIONS SHOULD BE PLACED UNDER THE DIRECTION OF A CORPORATE LEVEL OFFICER. THIS EXECUTIVE SHOULD BE CHARGED WITH THE RESPONSIBILITY FOR THE LONG RANGE PLANNING AND SUPERVISION OF THE DEPARTMENTS OF LOSS PREVENTION, PERSONNEL, ASSOCIATE TRAINING, CUSTOMER SERVICE, AND THE INVESTIGATION OF INTERNAL THEFT. THE COMMUNICATION OF METHODS OF SHORTAGE CONTROL THROUGHOUT THE CHAIN, BY MEANS OF WELL-PLANNED AND WRITTEN POLICIES AND PROCEDURES, WILL ALSO ENSURE THAT BUSINESS IS CONDUCTED AT ALL BRANCH STORES IN THE DESIRED MANNER.

63. **R. S. POST. COMBATING CRIME AGAINST SMALL BUSINESS.** 134 p. 1972. **NCJ-07594**

ARTICLES DEALING WITH CRIME AGAINST SMALL BUSINESSES AND MEANS OF REDUCING THE RESULTING LOSSES. THE SMALL BUSINESSMAN, MERCHANT, OR SHOPKEEPER IS STOLEN FROM, VICTIMIZED, AND CONSTANTLY SUBJECT TO HAVING HIS PROPERTY DESTROYED AND VANDALIZED, BY BOTH INTERNAL AND EXTERNAL SOURCES. COUNTLESS BUSINESSES HAVE BEEN FORCED TO CLOSE BECAUSE OF PROPERTY LOSSES WHICH WERE NOT OR COULD NOT BE CONTROLLED. AN OVERVIEW IS GIVEN ON THE PROBLEM OF SMALL BUSINESS LOSSES, AS WELL AS A PHILOSOPHICAL RATIONALE FOR OWNER-MANAGER INVOLVEMENT IN LOSS PREVENTION. SPECIFIC PROCEDURES AND TECHNIQUES ARE SUGGESTED FOR THE DEVELOPMENT OF PROGRAMS TO REDUCE OR ELIMINATE THE OPPORTUNITY TO COMMIT ALL MAJOR TYPES OF CRIMES AGAINST SMALL BUSINESSES. INCLUDED ARE CHAPTERS ON PROPER MANAGEMENT FOR CRIME PREVENTION, COMBATTING THEFT BY INSIDERS, AND REDUCING SHOPLIFTING LOSSES. THE BOOK INCLUDES A SUMMARY OF A STUDY DONE BY THE UNITED STATES SMALL BUSINESS ADMINISTRATION RELATING TO LOSSES BY SMALL BUSINESSES ALONG WITH THEIR RECOMMENDATIONS FOR CURTAILING SUCH LOSSES. WRITTEN FROM A MANAGEMENT VIEWPOINT, THIS WORK WILL PROVIDE VALUABLE ASSISTANCE TO THOSE WHO ARE PLANNING MEASURES FOR THE REDUCTION OF CRIME AGAINST THE SMALL INDEPENDENT BUSINESSMAN.

Supplemental Notes: HV6652.P68.

Availability: CHARLES C THOMAS, 301-327 EAST LAWRENCE AVENUE, SPRINGFIELD IL 62717.

64. **R. S. POST and D. A. SCHACHTSIEK. HOW TO DEVELOP AN EFFECTIVE COMPANY SECURITY PROGRAM.** DARTNELL CORPORATION, 4660 RAVENSWOOD AVENUE, CHICAGO IL 60640. 420 p. 1977. **NCJ-52310**

THIS MANUAL FOR COMPANY SECURITY MANAGERS PROVIDES MATERIALS FOR EVALUATING EXISTING SECURITY PROGRAMS AND PROBLEMS; IDENTIFYING PROTECTIVE RESOURCES; AND COST ESTIMATING, IMPLEMENTING, AND RUNNING A SECURITY PROGRAM. THE FIRST SECTION OF THE MANUAL PROVIDES BASIC BACKGROUND INFORMATION ABOUT SECURITY PROGRAM OPERATIONS, ANALYSIS OF PROBLEMS, AND A SUMMARY OF RELEVANT MANAGEMENT TECHNIQUES AND PROBLEMS ASSOCIATED WITH PROTECTION. A SECURITY AUDIT OUTLINE IS PRESENTED AS WELL AS A SECURITY PLAN DEVELOPMENT FORMAT. MANAGEMENT TECHNIQUES DESCRIBED INCLUDE RISK ANALYSIS (REQUIRING THE IDENTIFICATION, TABULATION, EVALUATION, AND SOLUTION OF ALL CONCEIVABLE HAZARDS AND CONSEQUENTLY THE DEVELOPMENT OF MEASURES WHICH WOULD ELIMINATE OR REDUCE THE HAZARDS), FAULT-FREE ANALYSIS (WHICH PROVIDES A GRAPHIC REPRESENTATION OF THE CONDITIONS LEADING UP TO AN UNDESIRED EVENT), AND BRAINSTORMING (USING INTERACTIVE EXCHANGE OF IDEAS AT A MANAGEMENT SESSION). COMPLEXITIES OF PROGRAMMING SECURITY WHICH INTERFERE WITH THE PRESENTATION OF ANALYTICAL AND MANAGEMENT TECHNIQUES ARE REVIEWED, AND DEFINITIONS OR POLICY STATEMENTS GENERIC TO SECURITY PROGRAM DEVELOPMENT ARE PROVIDED IN POLICY STATEMENT FORMATS IN EACH SUBSECTION. THE SECOND SECTION OF THE MANUAL CONTAINS CHECKLISTS, FORMATS, COST GUIDES AND INSTRUCTIONS FOR PROBLEM ANALYSIS, PROBLEMSOLVING, POLICY OR PROCEDURE PLANNING, OR DEVELOPMENT AND TRAINING. SECURITY PERSONNEL QUALIFICATIONS, SELECTION POLICIES, AND SALARY AND TRAINING STANDARDS ARE OUTLINED. A GUIDE FOR DETERMINING THE TYPE OF INTRUSION EQUIPMENT NECESSARY FOR SECURITY NEEDS AND FOR LOCATING AND BIDDING ON THE EQUIPMENT IS PROVIDED. SECURITY CHECKLISTS AND POLICIES REGARDING BOMB THREATS, FIREARMS USE BY SECURITY OFFICERS, GUARD FUNCTIONS, INCIDENT REPORTING, AND AFTER-HOLDUP PROCEDURES ARE PROVIDED. REFERENCES AND AN INDEX ARE INCLUDED.

Availability: DARTNELL CORPORATION, 4660 RAVENSWOOD AVENUE, CHICAGO IL 60640.

65. **R. S. POST and A. A. KINGSBURY. SECURITY ADMINISTRATION—AN INTRODUCTION, 2D ED.** 368 p. 1973. **NCJ-10690**

HISTORY AND PHILOSOPHY OF SECURITY, LEGAL BASIS FOR GOVERNMENTAL AND PROPRIETARY SECURITY, ORGANIZATIONAL CONCEPTS, AND SECURITY PROCEDURES AND TECHNIQUES. WIDESPREAD APPLICATION OF SECURITY SYSTEMS IN THE PAST FEW YEARS HAS EXCEEDED THE LITERATURE AVAILABLE FOR THOSE WORKING IN THE FIELD OR THOSE WHO WISH TO LEARN MORE ABOUT IT. ALTHOUGH THIS BOOK WAS ORIGINALLY INTENDED AS A TEXT FOR STUDENTS, IT ALSO REPRESENTS A SOURCE DOCUMENT FOR THOSE ALREADY ENGAGED IN SECURITY OPERATIONS AND A REFERENCE WORK FOR ANYONE INVOLVED WITH CRIMINAL JUSTICE ACTIVITIES. THE COMPONENT PARTS OF THE SECURITY FUNCTION AND THE ORGANIZATIONAL CONCEPTS FOR SECURITY ADMINISTRATION ARE SET FORTH. THE SECTION TITLED 'PROGRAMMING SECURITY' PRESENTS THE

APPLICATION OF SECURITY COMPONENTS TO INTEGRATED PROGRAMS FOR THE PROTECTION OF BUSINESS, INDUSTRY, AND GOVERNMENT. THE BOOK ALSO DETAILS PROCEDURES AND TECHNIQUES FOR LOSS CONTROL, AREA CONTROL, FIRE PREVENTION, DISASTER PLANNING AND TRAINING AND EDUCATION. APPENDICES INCLUDE MATERIALS ON SECURITY EQUIPMENT AND DEVICES, THE SHOPLIFTING LAWS OF THE UNITED STATES, AND A GLOSSARY OF SECURITY TERMINOLOGY. EACH CHAPTER IS FOLLOWED BY AN EXTENSIVE BIBLIOGRAPHY. (AUTHOR ABSTRACT MODIFIED)

Availability: CHARLES C THOMAS, 301-327 EAST LAWRENCE AVENUE, SPRINGFIELD IL 62717.

66. **S. F. REALI. DOES THE POLYGRAPH BELONG IN BUSINESS?** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD,* V 14, N 1 (JANUARY 1977), P 24-25. **NCJ-38877**

DISCUSSION OF THE POTENTIAL SAVINGS IN TIME, MERCHANDISE, AND MONEY THAT CAN BE REALIZED THROUGH THE COMMERCIAL USE OF THE POLYGRAPH IN PRE-EMPLOYMENT EXAMINATIONS AND EMPLOYEE THEFT INVESTIGATIONS. A SHORT DESCRIPTION OF THE POLYGRAPH EXAMINATION PROCEDURE IS INCLUDED.

67. **K. M. ROGERS. COPING WITH SHOPLIFTERS.** 32 p. **NCJ-11605**

PAMPHLET DESCRIBING OPERATING METHODS, PREVENTIVE AND COUNTER MEASURES, APPREHENSION, PROSECUTION, AND TRIAL PREPARATION. CATEGORIES OF SHOPLIFTERS DISCUSSED IN THIS BOOKLET INCLUDE THE AMATEUR, THE JUVENILE, THE PROFESSIONAL, THE KLEPTOMANIAC, AND THE ADDICT. THE ARTICLE INDICATES THE LOCATIONS IN THE STORE AND TIMES WHEN SHOPLIFTING OCCURS, BEHAVIORAL CHARACTERISTICS THAT DESERVE INCREASED ATTENTION, MECHANICAL DEVISES USED IN SHOPLIFTING, AND WAYS IN WHICH ACCOMPLICES FACILITATE SHOPLIFTING. AREAS TO CONSIDER IN DETERRING SHOPLIFTING ARE COURTEOUS ATTENTION TO CUSTOMERS BY SALESPEOPLE, EASILY SUPERVISED DISPLAY ARRANGEMENTS, SUFFICIENT STAFFING AT RUSH SEASONS, PROFESSIONAL SECURITY STAFF, MIRRORS AND ONE-WAY VIEWING WINDOWS. SALESPERSONS SHOULD KNOW THE PRICE OF MERCHANDISE TO AVOID TICKET SWITCHING, AND BE AWARE OF MERCHANDISE WHICH HAS PREVIOUSLY BEEN LISTED AS STOLEN. ALTERNATIVES TO APPREHENSION ARE NOTED. THE AUTHOR STATES THAT WHEN IN DOUBT, IT IS ALWAYS BETTER TO ERR ON THE SIDE OF SAFETY IN ORDER TO AVOID SUIT OR UNFAVORABLE PUBLICITY. GUIDELINES FOR INTERROGATION INCLUDE A SAMPLE CASE HISTORY FORM. ALSO DISCUSSED ARE POST-TRIAL PROCEDURES, AND RECOVERY AND RESTITUTION.

Availability: SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. (Pamphlet)

68. **R. W. ROSENBAUM. CAN WE PREDICT EMPLOYEE THEFT.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD,* V 12, N 9 (OCTOBER 1975), P 26-27, 104, AND 106-108. **NCJ-30181**

RESULTS OF A STUDY OF IDENTIFICATION OF HIGH-RISK EMPLOYEES SUGGEST THE ADVANTAGE OF USING WEIGHTED APPLICATION BLANK SCORES TO REDUCE INTERNAL THEFT AFTER AN EMPLOYEE IS HIRED. THE USE OF WEIGHTED 'BIODATA' WOULD NOT BE USED TO SCREEN OUT APPLICANTS BUT TO GIVE PREDICTIVE INFORMATION AS TO WHICH EMPLOYEES ARE HIGH-RISK AND SHOULD RECEIVE APPROPRIATE SURVEILLANCE AND SUPERVISION. RESULTS COME FROM STUDIES OF PREDICTIVE TESTING WITHIN A SUPERMARKET CHAIN AND A MASS MERCHANDISER.

69. **SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. ARE WE AFRAID TO BE TOUGH?—FROM AN INTERVIEW WITH CARMEN FALZONE—AN EXTRAORDINARY SET OF OBSERVATIONS ON THE ENFORCEMENT OF BUSINESS SECURITY FROM A MAN WHO TELLS IT EXACTLY AS HE SEES IT.** *SECURITY WORLD,* V 15, N 9 (SEPTEMBER 1978), P 22, 23, 90, 93-95. **NCJ-51287**

AN EX-FELON DETAILS A PHILOSOPHY OF EMPLOYEE THEFT PREVENTION CALLED 'PROTECTION THROUGH MISDIRECTION.' IT IS BASED ON THE PREMISE THAT TOUGH SECURITY MEASURES WILL FRIGHTEN BASICALLY HONEST EMPLOYEES, CUTTING LOSS. THE PROGRAM OUTLINED USES UNDERCOVER AGENTS, BROUGHT IN FOR THE PURPOSE OF BEING 'EXPOSED.' ARRESTS OF THIS AGENT SHOULD BE PUBLIC AND HUMILIATING. METAL DETECTORS ARE SUGGESTED FOR COMPANIES EXPERIENCING LARGE HANDTOOL LOSSES. AGENTS 'CAUGHT' BY THE DETECTORS CAN BE ARRESTED WITH GREAT FANFARE AND 'FIRED,' THUS EXPOSING BASICALLY HONEST EMPLOYEES TO THE COMPANY 'GET TOUGH' POLICY WITHOUT ACTUALLY INCURRING ILL WILL. ONCE SUCH A POLICY IS ESTABLISHED, IT IS UP TO THE COMPANY TO FOLLOW THROUGH. IT IS SUGGESTED THAT HONEST EMPLOYEES WILL START STEALING 'BECAUSE EVERYBODY DOES IT,' AND DISHONEST EMPLOYEES WILL THROW THE TOOLS OVER THE FENCE TO BE PICKED UP LATER. THIS CAN BE SOLVED BY A PATROL ALONG THE FENCE WITH A DETECTOR. SIMILAR TACTICS ARE SUGGESTED FOR COMPUTER CRIME--THE HIRING OF 'OUTSIDE EXPERTS' TO MAKE THE EMPLOYEES THINK THEY ARE BEING CHECKED. IT IS ALSO SUGGESTED THAT THE SECURITY FORCE BE POLICED. EMPLOYEE INCENTIVES FOR REPORTING THIEVERY ARE URGED, INCLUDING GETTING THE FIRED EMPLOYEE'S VACATION WITH PAY IF THE REPORT IS VERIFIED. LIE DETECTOR TESTS ARE SUGGESTED ALONG WITH A PLAN WHICH DISTRIBUTES MONEY SAVED FROM REDUCED THEFT AS AN EMPLOYEE BONUS. THE ARTICLE IS IN QUESTION-AND-ANSWER FORM.

70. **C. A. SENNEWALD. EFFECTIVE SECURITY MANAGEMENT.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. 310 p. 1978. **NCJ-48339**

AN OVERVIEW OF BUSINESS SECURITY MANAGEMENT IS PRESENTED WITH PARTICULAR EMPHASIS ON PRINCIPLES OF ORGANIZATIONS, PERSONNEL MANAGEMENT, OPERATIONAL MANAGEMENT, AND PUBLIC RELATIONS. IN PART 1, GENERAL SECURITY MANAGEMENT IS EXPLORED. GENERAL PRINCIPLES OF ORGANIZATIONS ARE EXAMINED WITHIN THE CONTEXT OF AUTHORITY, RESPONSIBILITY, AND ACCOUNTABILITY; AND THE ROLE OF SECURITY WITHIN THE ORGANIZATIONAL STRUCTURE IS EXAMINED. FORMAL AND INFORMAL ORGANIZATIONAL STRUCTURE, AND THE DIFFERENCES BETWEEN THEM ARE EXAMINED AS THEY APPLY TO THE SECURITY DEPARTMENT. THE DIVERSE ROLES OF SECURITY IN THE ORGANIZATION ARE DISCUSSED: THESE MAY INCLUDE PROTECTIVE SERVICES, HOME AND BUSINESS SECURITY SURVEYS, EMERGENCY SERVICES, EDUCATIONAL SERVICES, SELF-PROTECTION PROGRAMS, AND INVESTIGATIVE FUNCTIONS. THE GOALS AND ROLES OF THE SECURITY DIRECTOR AND THE SECURITY SUPERVISOR ARE DESCRIBED. STANDARDS OF CONDUCT FOR THE INDIVIDUAL SECURITY EMPLOYEE ARE ALSO OUTLINED. PART II DEALS WITH THE MANY ASPECTS OF SECURITY PERSONNEL MANAGEMENT INCLUDING PERSONNEL SELECTION AND TRAINING, DISCIPLINE, MOTIVATION AND MORALE, PROMOTION, COMMUNICATION, AND CAREER DEVELOPMENT. PHASES OF OPERATIONAL MANAGEMENT COVERED IN PART III ARE PLANNING AND BUDGETING, PROGRAM MANAGEMENT, INVESTIGATIONS, AND OFFICE ADMINISTRATION. IN THE AREA OF PROGRAM MANAGEMENT, THE INSPECTION PROCESSES, FORMAL OR INFORMAL AND STRUCTURED OR UNSTRUCTURED, ARE EXAMINED; AND RISK ASSESSMENT AND COUNTERMEASURES INCLUDING PROCEDURAL CONTROLS AND HARDWARE ARE REVIEWED. AMONG INVESTIGATIONS A SECURITY DEPARTMENT MAY BE CALLED UPON TO MAKE ARE: APPLICANT

BACKGROUND INVESTIGATIONS, INTERNAL AND EXTERNAL CRIMINAL ATTACK, CORPORATE INTEGRITY AND LIABILITY INVESTIGATIONS, AND LABOR MATTERS. INVESTIGATIVE CONFIDENTIALITY IS ALSO EXAMINED. CONSIDERABLE EMPHASIS IS PLACED ON PUBLIC RELATIONS FUNCTIONS. RECOMMENDATIONS FOR SELLING SECURITY WITHIN THE ORGANIZATION INCLUDE PERSONAL PRESENTATIONS, MEETINGS, AUDIOVISUAL PRESENTATIONS, AND INVOLVEMENT PROGRAMS. RELATIONSHIPS BETWEEN PUBLIC AND PRIVATE SECTORS OF LAW ENFORCEMENT ARE DISCUSSED AND SERVICES PROVIDED BY EACH SECTOR ARE PRESENTED. RELATIONS WITHIN INDUSTRY ARE EXPLORED; AND COMMUNITY RELATIONS AND METHODS FOR IMPROVING THEM THROUGH PUBLIC CONTACT AND COMMUNITY-ORIENTED PROJECTS ARE GIVEN. APPENDIXES INCLUDE AN EMPLOYEE PERFORMANCE EVALUATION FORM, A SECURITY VULNERABILITY SURVEY PROCEDURE, AND A SECURITY DEPARTMENT LOSS PREVENTION CHECKLIST. AN INDEX IS ALSO PROVIDED.
Availability: SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034.

71. **E. A. SLOANE. COMPLETE BOOK OF LOCKS, KEYS, BURGLAR AND SMOKE ALARMS, AND SECURITY DEVICES.** 320 p. 1977. **NCJ-42749**

THIS BOOK DESCRIBES MANY OF THE SAFEGUARDS HOMEOWNERS AND OTHERS CAN TAKE TO REDUCE THE CHANCE OF BURGLARY DUE TO INSUFFICIENT SECURITY. THE BOOK DESCRIBES THE VARIOUS TYPES OF DOOR, WINDOW, AND GARAGE LOCKS. PADLOCKS, AND BICYCLE LOCKS ARE SIMILARLY DESCRIBED. THE TYPE AND STRENGTH OF DOORS AND WINDOW GATES ARE EXPLAINED, AS WELL AS FENCE STRUCTURE. THERE IS A SECTION ON SAFES AND BURGLAR ALARMS OF ALL SORTS. FIRE ALARMS ARE DESCRIBED, AND METHODS ARE PRESENTED FOR SAFEGUARDING VARIOUS ITEMS, SUCH AS PAINTINGS, AGAINST THEFT. THE AUTHOR ALSO EXPLAINS HOW TO PROTECT ONE'S PRIVACY, AND HOW TO SECURE INDUSTRIAL FACILITIES.
Availability: WILLIAM MORROW AND COMPANY, INC, 105 MADISON AVENUE, NEW YORK NY 10016.

72. **W. M. STROBL. CRIME PREVENTION THROUGH PHYSICAL SECURITY.** MARCEL DEKKER, INC, 270 MADISON AVENUE, NEW YORK NY 10016. 445 p. 1978. **NCJ-53260**

A REVIEW OF THE TECHNICAL ASPECTS OF SECURITY HARDWARE CONSIDERATIONS IS PROVIDED, ALONG WITH A PRACTICAL GUIDE TO THE ANALYSIS OF SECURITY PROBLEMS AND THE APPLICATION OF SOLUTIONS IN RESIDENTIAL AND INSTITUTIONAL ENVIRONS. THE OPENING CHAPTERS DISCUSS THE BASIC PRINCIPLES OF PHYSICAL SECURITY (I.E., EVALUATING SECURITY REQUIREMENTS, DEFINING AND ANALYZING EXISTING HAZARDS, SECURING PERIMETERS, SECURING OPEN AREAS, LIGHTING), WHILE SUBSEQUENT SECTIONS ARE DEVOTED TO SPECIFIC FACILITIES--INDUSTRIAL BUILDINGS, COMPUTER CENTERS, HIGH RISE BUILDINGS, HOSPITALS, BANKS AND FINANCIAL INSTITUTIONS, RETAIL STORES, WAREHOUSES, DOCKS, CONSTRUCTION SITES, AND SCHOOLS AND UNIVERSITIES. BASIC SECURITY DEVICES ARE ALSO DISCUSSED, INCLUDING LOCKS, ILLUMINATION SYSTEMS, FIRE AND ANTI-INTRUSION ALARMS, AND CLOSED CIRCUIT TELEVISION. EXECUTIVE PROTECTION PLANS AND SCHOOL-LOSS REDUCTION DESIGNS ARE EXAMINED, AS ARE PROBLEM AREAS INVOLVING TERRORISM, VANDALISM, AND KIDNAPPING. ALSO ADDRESSED IS THE ISSUE OF THE RIGHT TO PRIVACY VERSUS THE RIGHT TO PROTECT COMPANY AND PERSONAL ASSETS. PHOTOGRAPHS AND OTHER ILLUSTRATIONS ARE INCLUDED. AN INDEX IS PROVIDED. (AUTHOR ABSTRACT MODIFIED)
Availability: MARCEL DEKKER, INC, 270 MADISON AVENUE, NEW YORK NY 10016.

73. **A. E. TORRINGTON. SECURITY/SAFETY MERGER, PART 1.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD,* V 12, N 1 (JANUARY 1975), P 36-39. **NCJ-19741**

AN INCREASED AWARENESS OF THE SIMILARITY IN PURPOSE THAT LINKS SAFETY AND SECURITY HAS ENCOURAGED THE DEVELOPMENT OF LOSS PREVENTION SPECIALISTS WHO FORMULATE POLICIES AND PROGRAMS TO PREVENT INTERNAL AND EXTERNAL BUSINESS LOSS. DISCUSSED ARE CAREER POSSIBILITIES CREATED BY NEW BUSINESS THINKING WHICH ASSIGNS DUAL RESPONSIBILITY FOR SAFETY AND SECURITY TO HARD TO FILL LOSS PREVENTION MANAGEMENT JOBS. FOR PART TWO, SEE NCJ-26144.

74. **A. E. TORRINGTON. SECURITY/SAFETY MERGER, PART 2.** SECURITY WORLD PUBLISHING COMPANY, INC, 2639 SOUTH LA CIENEGA BOULEVARD, LOS ANGELES CA 90034. *SECURITY WORLD,* V 12, N 3 (MARCH 1975), P 28-29, 52-53. **NCJ-26144**

THIS SECOND PART OF A TWO-PART SERIES CONTINUES THE DISCUSSION OF THE TREND TOWARD A SAFETY/SECURITY MERGER TO A SINGLE LOSS PREVENTION UNIT, AND EXPLORES THE ORGANIZATIONAL IMPLICATIONS OF THIS TREND. THE AUTHOR NOTES THAT WITHIN AN ORGANIZATION, IT IS ESSENTIAL THAT A DIRECTOR OF LOSS PREVENTION REPORT DIRECTLY TO TOP MANAGEMENT, RATHER THAN REPORTING TO SUCH DEPARTMENTS AS PERSONNEL, FINANCE, OR OPERATIONS. THIS WOULD BE NECESSARY FOR SECURITY PURPOSES AND BECAUSE OF THE INTERDEPARTMENTAL NATURE OF LOSS PREVENTION WORK. THE SELECTION OF LOSS PREVENTION STAFF, THE NEED FOR AN ADEQUATE AND RESPONSIVE LOSS PREVENTION BUDGET, AND THE NEED FOR DIRECT AND OPEN COMMUNICATION BETWEEN MANAGEMENT AND THE LOSS PREVENTION DEPARTMENT ARE CONSIDERED. IMPLICATIONS OF THE OCCUPATIONAL SAFETY AND HEALTH ACT (OSHA) ON LOSS PREVENTION AND BUSINESS PROFITS ARE ALSO DISCUSSED. THE AUTHOR ARGUES THAT ALTHOUGH MANY EXECUTIVES STILL INSIST THAT TO ESTABLISH A DEPARTMENT FOR THE EXCLUSIVE PURPOSE OF PREVENTING LOSSES IS AN UNNECESSARY DRAIN ON THE BUDGET, THE DAILY COSTS OF LOSS PREVENTION ARE FAR LESS THAN THE LONG-RUN DOLLAR BENEFITS DERIVED FROM SUCH MEASURES. PART ONE IS NCJ-19741.

75. **US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION NATIONAL PRIVATE SECURITY ADVISORY COUNCIL, WASHINGTON, DC 20531. PREVENTION OF TERRORISTIC CRIMES—SECURITY GUIDELINES FOR BUSINESS, INDUSTRY AND OTHER ORGANIZATIONS.** 33 p. 1978. **NCJ-36482**

THIS BOOKLET PRESENTS SPECIFIC PROACTIVE AND, IN SOME CASES, REACTIVE SECURITY MEASURES FOR DEALING WITH TERRORISTIC INCIDENTS AIMED AT BUSINESS, INDUSTRY, AND OTHER ORGANIZATIONS. OFFICE AREA PROTECTION, PERSONAL PROTECTION FOR EXECUTIVES, RESIDENTIAL AND FAMILY PROTECTION, AND PROTECTION WHILE TRAVELING AND AREAS SUBJECT TO PREVENTIVE ACTION RECOMMENDATIONS. PERSONNEL IDENTIFICATION SYSTEMS, EXECUTIVE OFFICE AREA KEY CONTROLS, TRAVEL ARRANGEMENTS, THE AVOIDANCE OF ROUTINE, LOW EXECUTIVE PROFILES, AND EMERGENCY PLANS ARE AMONG THE SUBJECTS FOR WHICH PREVENTIVE GUIDELINES ARE SUGGESTED. REACTIVE PLANS ARE PRESENTED FOR KIDNAPINGS AND EXTORTION THREATS. IT IS ALSO RECOMMENDED THAT A RESPONSIBLE MEMBER OF MANAGEMENT BE ASSIGNED THE PRIMARY RESPONSIBILITY FOR INSTITUTING SECURITY MEASURES IN AN ORGANIZATION. THIS INDIVIDUAL SHOULD DEVOTE MOST OF HIS TIME TO THE FORMULATION OF PREVENTIVE SECURITY MEASURES WHICH SHOULD INCLUDE THE EVALUATION OF THE OVERALL PHYSICAL PROTECTIVE LEVEL OF THE FACILITY AND THE ESTABLISHMENT OF CLOSE WORKING RELATIONSHIPS WITH LOCAL LAW ENFORCEMENT AGENCIES. THE PRIVATE SECURITY ADVISORY COUNCIL OF THE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION FIRMLY BELIEVES THAT THESE SECURITY GUIDELINES WILL BE USEFUL TO BUSINESS EXECUTIVES, GOVERNMENT OFFICIALS, AND PRIVATE SECURITY SPECIALISTS IN DEVELOPING PREVENTIVE MEASURES AGAINST TER-

RORISTIC THREATS AND ACTS DIRECTED AGAINST BUSINESS, INDUSTRY, AND OTHER ORGANIZATIONS.

Availability: GPO; NCJRS MICROFICHE PROGRAM; PALADIN PRESS, P O BOX 1307, BOULDER CO 80302.

76. US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531. COMMERCIAL SECURITY TEST DESIGN. 37 p. 1979. **NCJ-59015**

A DESCRIPTION OF THE COMMERCIAL SECURITY PROGRAM SPONSORED BY THE NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE (NILECJ) IS PRESENTED. THE BASIS FOR THE FIELD TEST IS A TEST DESIGN, A DOCUMENT WITH DETAILED SPECIFICATION OF SELECTED PROGRAM ELEMENTS. THE GOAL OF EACH FIELD TEST IS TO DETERMINE THE EFFECTIVENESS OF A PARTICULAR PROGRAM STRATEGY IN VARIOUS SETTINGS AND TO ASSESS ITS TRANSFERABILITY TO OTHER JURISDICTIONS. THE COMMERCIAL SECURITY PROGRAM IS DESIGNED TO REDUCE THE VULNERABILITY OF SMALL COMMERCIAL ESTABLISHMENTS TO BURGLARY, ROBBERY, AND LARCENY THROUGH THE COOPERATION OF BUSINESSMEN AND POLICE IN THE CONDUCT OF CRIME PREVENTION SURVEYS AND SUBSEQUENT IMPLEMENTATION OF SURVEY RECOMMENDATIONS. THE PROGRAM WILL BE TESTED IN THREE CITIES HAVING POPULATIONS OVER 250,000 AND EVALUATED BY NILECJ. BOTH THE PROCESS OF IMPLEMENTATION AND ITS OUTCOMES WILL BE EVALUATED. THE FIELD TEST HAS TWO OBJECTIVES: (1) TO ASSESS THE IMPACT OF THIS CRIME PREVENTION PROGRAM ON COMMERCIAL CRIME AND ITS ASSOCIATED EFFECTS, AND (2) TO DETERMINE IF THE PROGRAM MERITS WIDESPREAD REPLICATION IN OTHER JURISDICITONS. THE REPORT DISCUSSES THE COST OF COMMERCIAL CRIME AND EXAMINES THE TYPES OF CRIME THAT ARE COMMITTED AGAINST COMMERCIAL ESTABLISHMENTS. CRIME PREVENTION STRATEGIES ARE COMPARED. THE PURPOSES AND OBJECTIVES OF THE CRIME COMMERCIAL SECURITY TEST ARE THEN OUTLINED, AND ITS PROGRAMMATIC PARTS ARE EXPLAINED. THESE PROGRAM COMPONENTS ARE COMMUNITY INVOLVEMENT STRUCTURE AND BUSINESS AND POLICE COOPERATION. SUBCOMPONENTS OF THE PROGRAM INCLUDE ADMINISTRATION BY A CITYWIDE AGENCY AND CRIME PREVENTION SURVEYS. SURVEY INSTRUMENTS, TARGET AREA SATURATION, AND SURVEY COMPLIANCE ARE EXAMINED IN THIS REGARD. PROGRAM IMPLEMENTATION IS DISCUSSED AS IS TESTING OF THE PROGRAM WHICH WILL INVOLVE A COMPARISON OF CRIME RATES AND OTHER MEASURES OVER TIME IN COMMERCIAL AREAS WHICH HAVE BEEN THE FOCUS OF SURVEY SATURATION EFFORTS WITH THOSE IN AREAS WHICH HAVE NOT. IT IS STATED THAT THE EVALUATION OF THE COMMERCIAL SECURITY FIELD TEST PROGRAM IS THE RESPONSIBILITY OF NILECJ AND WILL BE CONDUCTED UNDER A GRANT OR COOPERATIVE AGREEMENT. TABULAR DATA, AN APPENDIX, AND A SELECTED BIBLIOGRAPHY ARE INCLUDED. (AUTHOR ABSTRACT MODIFIED)

Sponsoring Agency: US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531.

77. WASHINGTON OFFICE OF THE ATTORNEY GENERAL WASHINGTON CRIME WATCH, TEMPLE OF JUSTICE, OLYMPIA WA 98504. WHAT YOU SHOULD KNOW ABOUT COMMERCIAL ARMED ROBBERY. 16 p. **NCJ-64123**

THIS BOOKLET ADVISES RETAIL MANAGERS ON HOW TO DEAL WITH THE THREAT OF ARMED ROBBERY. IT SUGGESTS PREVENTIVE MEASURES, SAFETY PRECAUTIONS IN CASE OF A ROBBERY, AND STEPS TO AID A SUSPECT'S APPREHENSION. MAINTAINING VISIBILITY OF THE STORE AREA AND THE CASH REGISTER IS AN IMPORTANT PREVENTIVE MEASURE AND CAN BE ACHIEVED BY INTERIOR AND EXTERIOR NIGHTTIME LIGHTING, MIRRORS, AND THE REMOVAL OF OBSTRUCTIVE DISPLAYS AND FURNITURE. A CASH CONTROL POLICY SHOULD LIMIT THE CASH ON HAND AND SHOULD BE MADE KNOWN TO CUSTOMERS. EXTRA MONEY CAN BE LOCKED IN HIDDEN STORAGE OR IN SAFES WHICH CANNOT BE OPENED WITH A SINGLE KEY. BANKING SHOULD BE DONE FREQUENTLY, BUT AT IRREGULAR TIMES, AND SERIAL NUMBERS OF LARGE BILLS SHOULD BE RECORDED. ALARMS THAT ARE SAFE TO ACTIVATE, SUCH AS A 'MONEY CLIP' INSIDE THE CASH REGISTER, ARE RECOMMENDED. TO AVOID HIRING OF A POTENTIAL ROBBER, EMPLOYERS SHOULD CAREFULLY SCREEN AND PHOTOGRAPH APPLICANTS. 'BAIT MONEY' WITH RECORDED SERIAL NUMBERS SHOULD BE KEPT ON HAND, BUT USE OF WEAPONS OR PSEUDOSURVEILLANCE EQUIPMENT IS NOT RECOMMENDED. THE BOOKLET ALSO PROVIDES TIPS FOR OBSERVING AND RECALLING THE PHYSICAL CHARACTERISTICS OF A ROBBER AND STRESSES THAT, ABOVE ALL, ROBBERS SHOULD BE OBEYED WHILE THE ROBBERY IS IN PROGRESS. AFTER A ROBBERY, EMPLOYEES SHOULD TAKE THESE IMMEDIATE STEPS: CALL POLICE, SECURE THE PREMISES, PRESERVE EVIDENCE, RETAIN WITNESSES, AND AVOID DISCUSSION OF THE EVENT UNTIL THE AUTHORITIES ARRIVE. SECURITY CONSCIOUSNESS, HOWEVER, IS THE BEST DEFENSE AGAINST ROBBERY. DIAGRAMS AND ILLUSTRATIONS ARE INCLUDED.

78. D. WHITCOMB. SEATTLE (WA)—FOCUS ON ROBBERY—THE HIDDEN CAMERAS PROJECT—AN EXEMPLARY REPORT. ABT ASSOCIATES, INC, 55 WHEELER STREET, CAMBRIDGE MA 02138. 77 p. 1979. **NCJ-59014**

THE POLICE IN SEATTLE, WASH., HAVE TAKEN A NEW APPROACH TO ROBBERY PREVENTION IN HIGH RISK BUSINESSES BY USING CONCEALED CAMERAS THAT ARE ACTIVATED WHEN A 'TRIP' BILL IS REMOVED FROM THE CASH REGISTER. THE CAMERAS TAKE CLEAR PICTURES OF THE ROBBERY-IN-PROGRESS, MAKING SUSPECT IDENTIFICATION POSSIBLE AND GAINING ADMISSIBLE EVIDENCE FOR TRIAL. THE CONCEPT WAS IMPLEMENTED ACCORDING TO A RIGOROUS EXPERIMENTAL DESIGN; IMPLEMENTATION, ORGANIZATION, SITE SELECTION, EQUIPMENT OPERATIONS, POLICE PROCEDURES, RECORDKEEPING, AND PROJECT COSTS ARE DOCUMENTED IN THIS REPORT AS WELL AS THE EXPERIMENTAL DESIGN AND PROJECT FINDINGS. BUSINESSES WITH THE HIDDEN CAMERAS WERE COMPARED TO A CONTROL GROUP WITHOUT CAMERAS AT 150 SITES (75 EXPERIMENTAL, 75 CONTROL). ONE HUNDRED OFFENSES WERE REPORTED FROM MID-JUNE 1976 TO APRIL 27, 1977, INCLUDING 38 ROBBERIES AT THE EXPERIMENTAL SITES AND 56 ROBBERIES AT CONTROL SITES. EVALUATION OF THE PROJECT DEMONSTRATES THAT 66 PERCENT OF EXPERIMENTAL GROUP CASES WERE CLEARED EITHER BY ARREST OR EXCEPTION, COMPARED TO 55 PERCENT OF CONTROL GROUP CASES, WITH A HIGH DEGREE OF CONTROL CASES BEING CLEARED USING PICTURES TAKEN AT EXPERIMENTAL SITES. A DECLINE IN COMMERCIAL ROBBERY FOLLOWING THE PROJECT ONSET WAS SIGNIFICANTLY CORRELATED WITH THE NUMBER OF ROBBERS ARRESTED AND CONVICTED DURING THE PROJECT PERIOD. PROJECT OBJECTIVES WERE ACHIEVED WITHOUT INCREASING RISK TO VICTIMS, POLICE, OR OFFENDERS, AND CONVICTIONS FOR HIDDEN CAMERA CASES WERE ACHIEVED AT A LOWER COST THAN WERE CONVICTIONS FOR CONTROL CASES. FURTHERMORE, THE HIDDEN CAMERAS PROJECT IS RELATIVELY INEXPENSIVE AND EASY TO OPERATE. HIDDEN CAMERA PROJECTS IN SIX OTHER CITIES ARE DISCUSSED AS WELL AS HOW TO GO ABOUT DEVELOPING AND IMPLEMENTING SIMILAR PROJECTS. APPENDIXES CONTAIN SAMPLE DAILY MONITORING FORMS USED BY CAMERA OFFICERS IN KANSAS CITY, MO., SEATTLE'S DATA COLLECTION FORMS, AND A COST ANALYSIS OF THE SEATTLE PROJECT.

Sponsoring Agency: US DEPARTMENT OF JUSTICE LEAA NATIONAL INSTITUTE OF LAW ENFORCEMENT AND CRIMINAL JUSTICE, 633 INDIANA AVENUE NW, WASHINGTON, DC 20531.

Availability: GPO. Stock Order No. 027-000-00799-6.

AUDIOVISUAL AIDS

79. ALFRED HIGGINS PRODUCTIONS, INC, 9100 SUNSET BLVD, LOS ANGELES CA 90069. WHATEVER HAPPENED TO HONESTY? 1977. **NCJ-60351**

TO EXPLORE THE GROWING PROBLEM OF STEALING AND ITS EFFECTS ON OUR WAY OF LIFE, THIS FILM DEPICTS THE ATMOSPHERE OF DISTRUST CREATED BY THE GROWTH OF STEALING FOR DISCUSSION BY INTERMEDIATE-SENIOR HIGH STUDENTS. BETWEEN 1960 AND 1975, THE FBI REPORTS THAT CRIMES AGAINST PROPERTY HAVE INCREASED AT LEAST 178 PERCENT. BECAUSE STEALING IS BECOMING COMMONPLACE, THE WORLD IS BEGINNING TO LOOK LIKE A PRISON WITH BARS ON BUILDINGS AND BUSINESSES, SECURITY GUARDS AND TELEVISION SURVEILLANCE IN STORES, AND EXPENSIVE BURGLAR ALARM SYSTEMS IN BUSINESSES AND RESIDENCES. A GENERAL LACK OF HONESTY HAS CREATED A SITUATION IN WHICH NO ONE WILL EVEN LEND ANYTHING WITHOUT A SIGNATURE OR A DEPOSIT. IN ADDITION, MANY SERVICE STATIONS REFUSE TO ACCEPT CASH AT NIGHT, AND CASHIERS ARE LOCATED IN CAGES TO PROTECT THEM FROM ROBBERS; CONSEQUENTLY, SPENDING MONEY IS EVEN DIFFICULT. INCREASES IN SHOPLIFTING MAKE PRICES HIGHER BECAUSE OF THE EXPENSE TO STORES FOR STOLEN MERCHANDISE, GUARDS, AND SURVEILLANCE SYSTEMS. INCREASED PRICES BURDEN ALL SHOPPERS, AND SECURITY DEVICES LIMIT THE FREEDOM OF HONEST CITIZENS. SCENES IN THE FILM DEPICT THE SECURITY SYSTEMS IN STORES AND RESIDENCES AND THE 'RIPOFFS' THAT FORCE PEOPLE TO LOCK UP THEIR POSSESSIONS AND ADD TO THE ATMOSPHERE OF MUTUAL DISTRUST. A BICYCLE, IGNORED FOR A MOMENT BY ITS OWNER, IS STOLEN; TOWELS AT A PUBLIC POOL ARE NO LONGER PROVIDED BECAUSE OF THEFT; AND A WOMAN NEEDING GAS FOR HER CAR MUST PAY FOR THE CONTAINER INSTEAD OF BORROWING IT. BY DEPICTING STEALING AS A PROBLEM THAT EFFECTS EVERYONE ADVERSELY, THE FILM PROVOKES DISCUSSION OF THE CAUSES AND POSSIBLE PREVENTION OF STEALING.

Supplemental Notes: 13 MINUTES, 16MM COLOR, 1977.

Availability: ALFRED HIGGINS PRODUCTIONS, INC, 9100 SUNSET BLVD, LOS ANGELES CA 90069 (Film) (Not available through NCJRS Document Loan Program)

80. APTOS FILM PRODUCTIONS, P O BOX 1638, THOMASVILLE GA 31792. PLASTIC CRIMINAL. 1973. **NCJ-17306**

DRAMATIZATION OF THE CREDIT CARD FRAUD SYSTEM, SHOWING HOW THE CRIMINAL OBTAINS AND USES CREDIT CARDS, AND METHODS TO PREVENT CREDIT CARD ABUSE. MEANS OF ILLEGALLY OBTAINING CREDIT CARDS ARE REVIEWED. THE METHODS SHOWN INCLUDE THEFT, CORRUPTION OF CREDIT CARD COMPANY EMPLOYEES, COUNTERFEITING, AND ORGANIZED CRIME. THE ILLEGAL USES OF CREDIT CARDS ARE PORTRAYED IN A SERIES OF DRAMATIZED SITUATIONS, AND INCLUDE THE PURCHASING OF GOODS AND SERVICES, AND OBTAINING MONEY THROUGH COOPERATION OF STORE EMPLOYEES. SUGGESTED PROCEDURES FOR THE MERCHANT AND POLICE IN DEALING WITH SUSPECTED CREDIT CARD OFFENDERS ARE SHOWN. IT IS SUGGESTED THAT MERCHANTS CHECK THE WARNING LISTS PUBLISHED BY CREDIT COMPANIES, AND THAT THEY TRY TO STALL OFFENDERS UNTIL THE AUTHORITIES ARRIVE. IT IS ADVISED THAT POLICE THOROUGHLY CHECK THE SCENE AND CONSIDER THE SUSPECT DANGEROUS. GENERAL SECURITY PROCEDURES WHICH SHOULD BE FOLLOWED FOR ALL CREDIT CARD TRANSACTIONS ARE ALSO REVIEWED. THE ROLE OF THE CRIMINAL JUSTICE SYSTEM AND THE NEED FOR PROSECUTION OF THESE OFFENDERS IS STRESSED.

Supplemental Notes: 22 MINUTES, COLOR, 1973 PREVENTION.

Availability: APTOS FILM PRODUCTIONS, P O BOX 1638, THOMASVILLE GA 31792 (Film) (Not available through NCJRS Document Loan Program)

81. APTOS FILM PRODUCTIONS, P O BOX 1638, THOMASVILLE GA 31792. RIP OFF. 1973. **NCJ-18372**

FILM WHICH USES LOCATION SHOTS OF A VARIETY OF COMMERCIAL ESTABLISHMENTS TO DEMONSTRATE SECURITY DEVICES AND TECHNIQUES WHICH BUSINESS PEOPLE CAN USE TO REDUCE THEIR CHANCES OF LOSING MONEY AND MERCHANDISE. ACTOR HENRY FONDA STARS IN THIS FILM FOR MERCHANTS ABOUT COMMERCIAL BURGLARY. THE FOUR 'D'S' OF BURGLARY PREVENTION—DETER, DENY, DETECT, AND DELAY—ARE DISCUSSED INDIVIDUALLY. DETERRENCE INVOLVES SUCH THINGS AS GOOD INSIDE AND OUTSIDE LIGHTING, DECORATIVE GRILLS AND BARS AND SLIDING METAL GATES FOR WINDOWS, AND ADVERTISING SECURITY SYSTEMS IN CONSPICIOUS PLACES. HARDWARE SUCH AS BURGLAR-RESISTANT GLASS, DEAD BOLT AND ELECTRIC LOCKS, AND PADLOCKS THAT DENY EASY ENTRANCE TO WOULD-BE BURGLARS IS EXAMINED AS WELL AS SECURITY HARDWARE THAT SHOULD NOT BE USED, AND WHY. HOW THE DIFFERENT TYPES OF DETECTION AND ALARM SYSTEMS OPERATE IS ALSO SHOWN. SOME OF THE DELAYING TACTICS ILLUSTRATED INCLUDE THE USE OF DELAY SAFES AND THE INSTALLATION OF OFFICE SAFES IN PLAIN VIEW OF THE STREET. ALSO DISCUSSED ARE THE MOST EFFECTIVE LOCATIONS FOR SAFES AND THE INSURANCE COMPANIES' RATING SYSTEM FOR

SAFES, WHICH IS BASED ON HOW LONG IT WOULD TAKE AN EXPERIENCED BURGLAR TO OPEN THEM.

Supplemental Notes: 18 MINUTES, COLOR, 1973 PUBLIC EDUCATION.

Availability: APTOS FILM PRODUCTIONS, P O BOX 1638, THOMASVILLE GA 31792 (Film) (Not available through NCJRS Document Loan Program)

82. APTOS FILM PRODUCTIONS, P O BOX 1638, THOMASVILLE GA 31792. STICKY FINGERS. 1975. **NCJ-30224**

THIS FILM IS AIMED AT STORE AND SECURITY PERSONNEL AND REVEALS THE INGENIOUS DEVICES AND TECHNIQUES UTILIZED BY SHOPLIFTERS. THIS FILM, NARRATED BY MIKE CONNORS (OF 'MANNIX' FAME) PORTRAYS THE ARMY OF SHOPLIFTERS WHO METHODICALLY STRIP STORES OF MERCHANDISE AND PROFITS. EXPLICIT METHODS OF SHOPLIFTING ARE SHOWN SO THAT THEY MAY BE RECOGNIZED AND CURBED THROUGH PROPER TRAINING OF STORE PERSONNEL. THESE INCLUDE SPRING-LOADED FALSE BOTTOMS ON GIFT-WRAPPED BOXES, CAGES WORN BY WOMEN THAT MAKE THEM LOOK PREGNANT, OVERSIZED GIRDLES THAT CAN BE STUFFED WITH MERCHANDISE, OVERCOAT 'BOOSTERS', JEWELRY PALMERS, AND A MERCHANDISE RETURN AND REPAIR FRAUD. SHOPLIFTERS CAN OFTEN BE RECOGNIZED BECAUSE THEY ARE MORE CONCERNED WITH PEOPLE IN THE STORE THAN WITH THE MERCHANDISE. SUGGESTIONS CONCERNING THE USE OF HIGH COUNTERS; LOCKED DISPLAY CASES FOR SMALL, EXPENSIVE ITEMS; MIRRORS AND CLOSED-CIRCUIT TELEVISION CAMERAS; AND DRESSING-ROOM CONTROL PROCEDURES ARE PRESENTED. THE FILM STRESSES THAT THE BEST PROTECTION FROM SHOPLIFTING IS GOOD SALES PRACTICES AND THAT ONLY THE SHOPLIFTER WILL TAKE OFFENSE AT A SALESPERSON'S ATTENTIVENESS.

Supplemental Notes: 18 MINUTES, 16 MM COLOR, 1975 RENTAL ALSO AVAILABLE.

Availability: APTOS FILM PRODUCTIONS, P O BOX 1638, THOMASVILLE GA 31792 (Film) (Not available through NCJRS Document Loan Program)

83. BARTON FILM COMPANY, 4853 WALLER STREET, JACKSONVILLE FL 32205. THEY'RE OUT TO GET YOU. **NCJ-30295**

THROUGH CONVERSATIONS WITH A CELLMATE AND FLASHBACKS TO SOME OF HIS SHOPLIFTING EPISODES, AN INMATE SHOWS HOW SHOPLIFTERS OPERATE AND POINTS OUT PREVENTIVE MEASURES SMALL BUSINESSMEN CAN TAKE TO LIMIT SHOPLIFTING. THE FILM SHOWS HOW TWO PEOPLE WORKING TOGETHER IN A SMALL STORE CAN SHOPLIFT BY DISTRACTING THE SALESMAN. IT ALSO SHOWS HOW PROFESSIONAL SHOPLIFTERS HAVE DIFFERENT POCKETS UNDER THEIR CLOTHES TO STORE STOLEN ARTICLES. STEPS WHICH CAN BE TAKEN BY BUSINESS, SUCH AS THE USE OF CAMERAS, MIRRORS, AND FAKE COUNTER DISPLAYS ARE SHOWN AS WELL.

Supplemental Notes: COLOR, 1975 RENTAL ALSO AVAILABLE PREVENTION.

Sponsoring Agency: US SMALL BUSINESS ADMINISTRATION, 1441 L STREET, NW, WASHINGTON DC 20416.

Availability: NATIONAL AUDIOVISUAL CENTER, GENERAL SERVICES ADMINISTRATION, WASHINGTON DC 20409 (Film) (Not available through NCJRS Document Loan Program)

84. CHARLES CAHILL AND ASSOCIATES, INC. SECURITY OFFICER—PILFERAGE, CARGO THEFT AND SHOPLIFTING. 1976. **NCJ-32872**

TECHNIQUES ARE AVAILABLE FOR REDUCING THE LOSS FROM THEFT OFFENSES, A WELL-THOUGHT-OUT OPERATIONAL PROCEDURE FOR SECURITY OFFICERS IS ONE OF THE MOST EFFECTIVE. MUCH EMPLOYEE THEFT OCCURS IN AND AROUND GARBAGE AND WASTE COLLECTION AREAS. GOOD SECURITY REQUIRES CAREFUL SURVEILLANCE OF TRASH REMOVAL PERSONNEL AND PROCEDURES. ALL THREE TYPES OF THEFT DISCUSSED IN THIS FILM CAN OCCUR AS A RESULT OF THREE FACTORS: DISHONESTY, CONFUSION, AND COOPERATION BETWEEN EMPLOYEES. WHILE SECURITY OFFICERS CANNOT CONTROL FOR DISHONESTY, THEY USUALLY CAN COPE WITH CONFUSION AND COOPERATION IF THEY KEEP THEIR WITS ABOUT THEM. THE VALUE OF UNDERCOVER SECURITY AGENTS IS UNDERSCORED. A DISCUSSION GUIDE IS INCLUDED. SEE ALSO NCJ-32868 THROUGH 32871, 32873, AND NCJ-32874.

Supplemental Notes: 15 MINUTES, 16MM COLOR, 1976 PART OF A 7 FILM SET. RENTAL AVAILABLE.

Availability: AIMS INSTRUCTIONAL MEDIA, INC, 626 JUSTIN AVENUE, GLENDALE CA 91201 (Film) (Not available through NCJRS Document Loan Program)

85. CHARLES CAHILL AND ASSOCIATES, INC. SECURITY OFFICER—PUBLIC RELATIONS. 1976. **NCJ-32869**

USUALLY THE FIRST PERSON A VISITOR TO A COMPANY MEETS IS THE SECURITY GUARD: FOR THIS REASON AND OTHERS HE PERFORMS AN IMPORTANT PUBLIC RELATIONS SERVICE FOR HIS EMPLOYER. THE PUBLIC RELATIONS ASPECTS OF THE SECURITY OFFICER'S UNIFORM, ATTITUDE, AND BEARING ARE DISCUSSED THROUGH THE USE OF SHORT EPISODES. OTHER TOPICS CONSIDERED ARE RECEIVING VISITORS, KEEPING A CLEAN AND TIDY POST, DEALING WITH INTERRUPTIONS, AND THE IDENTIFICATION ROUTINE. THE SEVEN QUALITIES OF GOOD PUBLIC RELATIONS ARE SUMMARIZED AS A SMILE, COURTESY, EFFICIENCY, UNDERSTANDING, RAPPORT, IMPARTIALITY, AND TACT. A DISCUSSION GUIDE IS INCLUDED. SEE ALSO NCJ-32868, AND NCJ-32870 THROUGH 32874.

Supplemental Notes: 15 MINUTES, 16MM COLOR, 1976 PART OF A 7 FILM SET. RENTAL AVAILABLE.

Availability: AIMS INSTRUCTIONAL MEDIA, INC, 626 JUSTIN AVENUE, GLENDALE CA 91201 (Film) (Not available through NCJRS Document Loan Program)

86. CHARLES CAHILL AND ASSOCIATES, INC. SECURITY OFFICER—THE OFFICER AND THE JOB. 1976. **NCJ-32868**

THIS INTRODUCTORY FILM STRESSES THE IMPORTANCE OF THE SECURITY OFFICER'S JOB TO THE COMPANY HE WORKS FOR AND TO THE NON-SECURITY PERSONNEL WHO WORK WITH HIM. THE VARIETY OF ASSIGNMENTS THAT THE SECURITY OFFICER IS RESPONSIBLE FOR MAKE HIM A SAFETY OFFICER, A PUBLIC RELATIONS REPRESENTATIVE, A CRIME INVESTIGATOR, AN OBSERVANT PATROLLER, AN ACCESS GUARD, AND A CRIME STOPPER. THIS FILM BRIEFLY DISCUSSES THESE DIFFERENT ROLES AS WELL AS SOME OTHER FUNCTIONAL ASPECTS OF THE JOB: REPORT WRITING, THE USE OF FORCE, AND EMERGENCY COORDINATION. ONE OF THE MOST IMPORTANT PARTS OF THE SECURITY OFFICER'S JOB IS TO UNDERSTAND FULLY THE OPERATIONS OF THE PLANT (OR STORE) SO HE CAN TELL WHEN THINGS ARE GOING WRONG—MANY GOOD SECURITY OFFICERS DEVELOP A 'SIXTH SENSE' THAT AIDS THEM IN THIS RESPECT. A DISCUSSION LEADER'S GUIDE IS INCLUDED. SEE ALSO NCJ-32869 THROUGH 32874.

Supplemental Notes: 15 MINUTES, 16MM COLOR, 1976 PART OF A 7 FILM SET. RENTAL AVAILABLE.

Availability: AIMS INSTRUCTIONAL MEDIA, INC, 626 JUSTIN AVENUE, GLENDALE CA 91201 (Film) (Not available through NCJRS Document Loan Program)

87. CHARLES CAHILL AND ASSOCIATES, INC. SHOPLIFTING IS STEALING. 1975. **NCJ-34612**

THIS FILM, INTENDED FOR A HIGH-SCHOOL AGE AUDIENCE, ATTEMPTS TO DEAL WITH THE ATTITUDE PREVALENT AMONG YOUNG PEOPLE THAT SHOPLIFTING IS NOT A SERIOUS OFFENSE. FIRST, IT SHOWS THAT THE COST ($10 MILLION A DAY NATIONALLY) IS PASSED ON TO EVERYONE IN A 10-15 PERCENT MARKUP ON THE PRICES WE PAY. IT THEN DRAMATIZES TYPICAL SITUATIONS TO ILLUSTRATE HOW INCREASINGLY EFFECTIVE SURVEILLANCE AND OTHER TECHNIQUES MEAN THE SHOPLIFTER IS OPERATING AGAINST GROWING ODDS. FINALLY, THE FILM EMPHA-

SIZES THAT SHOPLIFTING IS A SERIOUS CRIME PUNISHABLE BY LAW AND SHOWS WHAT HAPPENS WHEN A SHOPLIFTER IS APPREHENDED AND BOOKED, RESULTING IN A POLICE RECORD THAT AFFECTS A PERSON'S WHOLE LIFE. (AUTHOR ABSTRACT)

Supplemental Notes: 16 MINUTES, 16MM COLOR, 1975 $250.00 $30.00—3 DAYS RENTAL FEE.

Sponsoring Agency: LOS ANGELES COUNTY SHERIFF'S DEPARTMENT, 226 HALL OF JUSTICE, 211 WEST TEMPLE STREET, LOS ANGELES CA 90012.

Availability: AIMS INSTRUCTIONAL MEDIA, INC, 626 JUSTIN AVENUE, GLENDALE CA 91201 (Film) (Not available through NCJRS Document Loan Program)

88. CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003. ROBBERY—PREVENTION TECHNIQUES. 1978. **NCJ-54579**

THIS FILM DISCUSSES HOW TO DETER ARMED ROBBERY AND EXPLORES THE ENVIRONMENT OF THE SMALL BUSINESS AND HOW THAT ENVIRONMENT CAN EITHER ENCOURAGE OR DISCOURAGE ROBBERY. DURING THE FILM AN ARMED ROBBERY IS STAGED TO SHOW POTENTIAL VICTIMS EXACTLY WHAT TO DO WHEN CONFRONTED WITH FORCE OR THREAT OF FORCE. PERSONNEL SAFETY IS STRESSED, AS ARE GOOD IDENTIFICATION, PROTECTING THE CRIME SCENE, AND PRESERVING EVIDENCE. THE PHYSICAL AND PSYCHOLOGICAL CRIME PREVENTION DETERRENTS ILLUSTRATED INCLUDE LIMITING WINDOW DISPLAY ADVERTISING THAT MAY OBSTRUCT VISION, TRAINING PERSONNEL IN PROPER CASH HANDLING PROCEDURES, VARYING BANK DEPOSIT PROCEDURES, AND USING SAFES, CASH DROP BOXES, ALARMS, CAMERAS, ENTRY WARNING DEVICES, MIRRORS, AND SECURITY LIGHTING.

Supplemental Notes: 22 MINUTES, 16MM COLOR, 1978 RENTAL ALSO AVAILABLE.

Availability: CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003 (Film) (Not available through NCJRS Document Loan Program)

89. T. CHIAPPE, Ed. SHOPLIFTING—IT'S A CRIME. FILMFAIR COMMUNICATIONS, 10900 VENTURA BOULEVARD, STUDIO CITY CA 91604. 1975. **NCJ-49889**

THIS FILM, DIRECTED TOWARD TEENAGERS, PRESENTS DRAMATIZATIONS OF SHOPLIFTING SCENES AND EXPLAINS THE CONSEQUENCES OF THIS CRIME. YOUNG BOYS STEAL ICE CREAM BARS AT A GROCERY STORE AND ARE APPREHENDED. A 16-YEAR-OLD MIDDLE-CLASS GIRL IS CAUGHT TAKING COSMETICS AND ARTICLES OF CLOTHING FROM A DEPARTMENT STORE. SUCH PRACTICES COST HONEST SHOPPERS ABOUT $4 BILLION PER YEAR. METHODS OF APPREHENSION ARE EXPLAINED, INCLUDING THE USE OF ONE-WAY MIRRORS AND PLAINCLOTHES STORE DETECTIVES. THE EMBARRASSMENT AND CONSEQUENCES OF BEING CAUGHT SHOPLIFTING ARE EMPHASIZED: ARREST, JAIL, PROBATION, AND A CRIMINAL RECORD CAN SERIOUSLY AFFECT AN INDIVIDUAL'S FUTURE. IT IS HOPED THAT THESE DEPICTIONS WILL HELP DETER ADOLESCENTS FROM SHOPLIFTING.

Supplemental Notes: 12 MINUTES, 16MM COLOR, 1975 RENTAL AVAILABLE.

Availability: FILMFAIR COMMUNICATIONS, 10900 VENTURA BOULEVARD, STUDIO CITY CA 91604. Stock Order No. C268. (Film)

90. CINEMATIC CONCEPTS. CAUGHT SHOPLIFTING. 1974. **NCJ-26315**

FILM WHICH USES A TALK SHOW SETTING TO DISCUSS WHAT KIND OF PEOPLE SHOPLIFT, WHY, AND HOW THEY ARE CAUGHT. A TALK SHOW MODERATOR INTERVIEWS A RETAIL STORE UNDERCOVER AGENT, A FLOOR DETECTIVE, AND A REPRESENTATIVE OF A SECURITY ASSOCIATION. EMPHASIZED ARE THE PREDOMINANCE OF TEENAGE SHOPLIFTING AND HOW PARENTS CAN HELP TO CONTROL THIS PHENOMEMON. ALSO CONSIDERED ARE THE DIFFERENT TYPES OF SURVEILLANCE USED (BOTH HUMAN AND ELECTRONIC) TO CATCH SHOPLIFTERS IN THE ACT. THIS FILM WOULD BE SUITABLE FOR JUNIOR HIGH AND HIGH SCHOOL STUDENTS.

Supplemental Notes: 25 MINUTES, COLOR, 1974 PUBLIC EDUCATION.

Availability: OXFORD FILMS, 1136 NORTH LAS PALMAS AVENUE, LOS ANGELES CA 90038 (Film) (Not available through NCJRS Document Loan Program)

91. R. COLE. CRISIS MANAGEMENT. CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003. 1973. **NCJ-50022**

THIS FILM SHOWS BUSINESS MANAGEMENT WHAT CAN BE DONE TO REDUCE AND PREVENT BUSINESS LOSSES DUE TO CRIME. THE FILM EXPLAINS HOW PREVENTIVE PRIORITIES AND CAPABILITIES CAN BE REALIZED SO THAT BUSINESSES CAN DEAL WITH CRIME PREVENTION IN A COST-EFFECTIVE MANNER. A TYPICAL BUSINESS IS DESCRIBED ILLUSTRATING RECOMMENDED LOSS-REDUCING TECHNIQUES. VARIOUS ALTERNATIVE METHODS OF CRIME PREVENTION ARE OUTLINED AND EVALUATED IN TERMS OF THEIR PREVENTIVE AND COST-EFFECTIVE CHARACTERISTICS. RISK AVOIDANCE, ABATEMENT, SPREADING, TRANSFER, AND ASSUMPTION ARE ALL EXPLAINED, AND DESCRIPTIONS ARE PROVIDED OF HOW THEY REDUCE CRIME. TO EVALUATE BUSINESS RISK EXPOSURE, BUSINESSMEN CAN USE THE RESULTS OF A SECURITY SURVEY PREPARED BY THEIR LOCAL POLICE DEPARTMENT TO IMPLEMENT NEW COST-EFFECTIVE SECURITY MEASURES DESIGNED TO PROTECT THEIR BUSINESS FROM BOTH INTERNAL AND EXTERNAL CRIME. MANAGERS MUST UTILIZE THEIR KNOWLEDGE OF LOSS PREVENTION TO SELECT THE TECHNIQUE OR TECHNIQUES MOST ADVANTAGEOUS FOR THEIR BUSINESS.

Supplemental Notes: 21 MINUTES, 16MM COLOR, 1973 RENTAL AVAILABLE.

Availability: CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003. (Film)

92. CREATIVE ENTERPRISES, 4820 ROBERTS ROAD, BOISE ID 83705. IDAHO ANTI-SHOPLIFTING RADIO SPOTS—ELEVEN SPOTS. 1978. **NCJ-52779**

ELEVEN 15-TO-20 SECOND ANTISHOPLIFTING RADIO COMMERCIALS ARE PROVIDED ON THIS REEL-TO-REEL TAPE.

Supplemental Notes: 4 MINUTES, REEL TAPE, 1978.

Availability: (Not available through NCJRS Document Loan Program)

93. CREATIVE ENTERPRISES, 4820 ROBERTS ROAD, BOISE ID 83705. SHOPLIFTING. 1978. **NCJ-52778**

THIS SERIES OF SHORT TELEVISION PROMOTIONS IS DESIGNED TO WARN BOTH CHILDREN AND ADULTS ABOUT THE DANGERS OF SHOPLIFTING. THE COMMERCIAL SPOTS ILLUSTRATE THE PREVENTIVE THREAT POSED BY SOPHISTICATED ELECTRONIC SECURITY SYSTEMS AND STRESS THE POTENTIAL PERSONAL PROBLEMS THAT MAY RESULT FROM BEING CAUGHT SHOPLIFTING, INCLUDING INTENSE EMBARRASSMENT, CRIMINAL PENALTIES, A POLICE RECORD, AND BEING LABELED A THIEF.

Supplemental Notes: 20 MINUTES, COLOR VIDEOCASSETTE, 1978.

Availability: CREATIVE ENTERPRISES, 4820 ROBERTS ROAD, BOISE ID 83705 (Film) (Not available through NCJRS Document Loan Program)

94. T. DAY. SHOPLIFTING—SHARON'S STORY. AURO PRODUCTIONS, 153 HAUOLI, KAILUA HI 96734. 1977. **NCJ-45114**

THIS FILM DRAMATIZES HOW A YOUNG WOMAN IS APPREHENDED, ARRESTED, BOOKED, DETAINED, TRIED, AND SENTENCED FOR SHOPLIFTING IN A DEPARTMENT STORE. IT IS DESIGNED FOR DISCUSSION AND INFORMATION PURPOSES AND COULD BE VIEWED BY PARENT-TEACHER ASSOCIATIONS, STUDENT AUDIENCES, STORE MANAGERS AND PERSONNEL, AND POLICE DEPARTMENT TRAINING GROUPS.

Supplemental Notes: 25 MINUTES, 16MM COLOR, 1977.

96. N. E. FISCHER. BIG RIP-OFF—WHAT CRIME COSTS YOU. EDUCATIONAL ENRICHMENT MATERIALS, 357 ADAMS STREET, BEDFORD HILLS NY 10507. 1978. **NCJ-58035**

THE FINANCIAL BURDEN OF CRIME AFFECTS EVERY CITIZEN, AS SHOWN IN THIS FILM STRIP AND AUDIOCASSETTEE PROGRAM FOR YOUNG STUDENTS. CRIME HAS AN ENORMOUS IMPACT ON SOCIETY IN TERMS OF PERSONAL HARM TO VICTIMS AND IN IMMEDIATE MONETARY LOSSES. THE TOTAL DIRECT AND INDIRECT COSTS OF CRIME MAY EXCEED $125 BILLION, OR ONE-THIRD OF THE TOTAL NATIONAL BUDGET. THE FBI REPORTS THAT THE RATE OF SERIOUS CRIME ROSE 180 PERCENT IN THE YEARS FROM 1969 TO 1975; THE CRIME RATE HAS SINCE FALLEN 9 PERCENT. HOWEVER, THESE STATISTICS FROM THE UNIFORM CRIME REPORTS ONLY INDICATE THE RATE OF REPORTED CRIMES. MOREOVER, THE FBI FIGURES DO NOT INDICATE THE NUMBER OF CRIMINALS, THE INJURIES CAUSED BY CRIME, OR THE TOTAL COST OF CRIME. THE FBI STATISTICS ALSO DO NOT MEASURE THE ACTIVITIES OF ORGANIZED CRIME, AS WELL AS THE CRIMES AGAINST BUSINESSES. BUSINESS CRIMES MAY INVOLVE VANDALISM, SHOPLIFTING, WORTHLESS CHECKS, AND COUNTERFEITING. ALTHOUGH 2 MILLION CASES OF SHOPLIFTING ARE REPORTED EACH YEAR, THE ACTUAL RATE COULD BE TWICE AS HIGH. IN ONE STUDY OF DEPARTMENT STORE THEFT, 42 OF 500 SHOPPERS PLACED UNDER RANDOM SURVEILLANCE SHOPLIFTED AN ITEM. WHITE COLLAR CRIMES BY EMPLOYEES, INCLUDING INSURANCE FRAUD AND COMPUTER-RELATED CRIMES, PLACE A FINANCIAL BURDEN ON ALL PEOPLE BY INCREASING THE COST OF INSURANCE, RAISING THE PRICE OF CONSUMER GOODS, AND INCREASING TAXES TO PAY FOR ADDITIONAL POLICE PROTECTION AND COURT COSTS. ANOTHER COST CONSIDERATION IS 'OPPORTUNITY COST' OR WHAT PEOPLE MUST GIVE UP IN CONSUMER EXPEDITURE IN ORDER TO PAY FOR SECURITY. INCREASED SECURITY AT SCHOOLS PREVENTS FUNDS FROM BEING SPENT ON EDUCATION AND ATHLETICS. REFERENCES ARE LISTED IN A DISCUSSION MANUAL.

Supplemental Notes: THE KIT CONTAINS AN AUDIOCASSETTE, 35MM COLOR FILMSTRIP, A SPIRIT DUPLICATING MASTER, AND AN 18 PAGE DISCUSSION MANUAL.

Availability: EDUCATIONAL ENRICHMENT MATERIALS, 357 ADAMS STREET, BEDFORD HILLS NY 10507 (Kit) (Not available through NCJRS Document Loan Program)

95. E. FRANKEL and M. B. SILVER. WHITE COLLAR RIP-OFF (NBC NEWS PRESENTS SERIES). NBC NEWS, INC, 30 ROCKEFELLER PLAZA, NEW YORK NY 10020. 1975. **NCJ-46218**

THIS DOCUMENTARY FILM EXAMINES THE PROBLEM OF WHITE-COLLAR OFFENSES, INCLUDING RETAIL, COMPUTER, INSURANCE, AND TAX CRIMES. RETAIL BUSINESS CRIMES ENCOMPASS BOTH EMPLOYEE THEFT AND SHOPLIFTING. THE ACTIVITIES OF A PRIVATE FIRM WHICH ADMINISTERS POLYGRAPH TESTS TO PROSPECTIVE STORE EMPLOYEES AND INVESTIGATES EMPLOYEES SUSPECTED OF STEALING ARE DETAILED. SHOPLIFTING PRECAUTIONS AVAILABLE TO THE RETAILER INCLUDE CLOSED-CIRCUIT TELEVISION, SECURITY SYSTEMS, GUARDS OR STORE DETECTIVES, AND 'BUZZER TAGS' TO BE ATTACHED TO MERCHANDISE. IN THE UPPER AND LOWER ECHELONS OF BUSINESS, BRIBES AND KICKBACKS ARE COMMONLY ACCEPTED FOR SERVICES, FAVORS, OR INFLUENCE. ANOTHER FORM OF WHITE-COLLAR CRIME IS MEDICAID FRAUD, IN WHICH DOCTORS 'PAD' BILLS TO GET EXTRA PAYMENTS FROM THE FEDERAL GOVERNMENT. DIFFERENT TYPES OF INSURANCE FRAUD INVOLVE AUTOMOBILE ACCIDENT, INJURIES, AND ARSON. COMPUTER CRIME THROUGH USE OF A REMOTE TERMINAL CONNECTED BY TELEPHONE TO A COMPUTER IS EXPLAINED BY A FORMER COMPUTER CRIMINAL WHO NOW DEVISES COMPUTER SECURITY SYSTEMS FOR PRIVATE INDUSTRY. PHONY STOCK SCHEMES AND EMBEZZLEMENT OF COMPANY FUNDS ARE AMONG OTHER TYPES OF WHITE-COLLAR CRIMINALITY EXAMINED. THE PROBLEM OF EMPLOYEE LOYALTY WHEN A SUBORDINATE SUSPECTS OR KNOWS OF ILLEGAL PRACTICES ON THE PART OF A SUPERIOR IS ALSO DISCUSSED. THE QUESTION OF ETHICS IN BUSINESS, MEDICINE, AND THE LEGAL PROFESSION IS RAISED; SPECIAL COURSES IN ETHICS ARE REQUIRED IN SOME FIELDS.

Supplemental Notes: 49 MINUTES, 16MM COLOR, 1975 INCLUDES 2 REELS NARRATED BY EDWIN NEWMAN.

Sponsoring Agency: NBC NEWS, INC, 30 ROCKEFELLER PLAZA, NEW YORK NY 10020.

Availability: (Not available through NCJRS Document Loan Program)

97. R. HARDIN. BASIC SECURITY SURVEYS. WORONER FILMS, 1995 NORTHEAST 150TH STREET, NORTH MIAMI FL 33161. 1974. **NCJ-46888**

THE ROLE OF THE POLICE CRIME PREVENTION OFFICER IN HELPING BUSINESSES TO PROTECT THEMSELVES AGAINST CRIME IS PORTRAYED IN THIS FILM, ALONG WITH SOME IMPORTANT CONSIDERATIONS IN EVALUATING A BUILDING'S SECURITY. THE FILM STRESSES CRIME PREVENTION THROUGH PHYSICAL SECURITY MEASURES. THE POLICE DEPARTMENT'S CRIME PREVENTION OFFICER IS RESPONSIBLE FOR SURVEYING AND ASSESSING BUSINESS FACILITIES AND MAKING RECOMMENDATIONS TO OWNERS AND OPERATORS REGARDING ADDITIONAL MEASURES THEY CAN TAKE TO ENHANCE THEIR BUILDINGS' SECURITY. TYPICAL INTERVIEWS BETWEEN CRIME PREVENTION OFFICERS AND BUSINESS PERSONS ARE PORTRAYED, SHOWING THE COMMON RESISTANCE TO NEW SECURITY IDEAS. MANY BUSINESS PERSONS ARE NOT AMENABLE TO IMPROVING THEIR PROPERTY'S SECURITY, EVEN THOUGH THEY MAY HAVE BEEN ROBBED A NUMBER OF TIMES, BECAUSE OF THE TIME AND MONEY INVOLVED. THE FILM SUGGESTS STRATEGIES FOR CRIME PREVENTION OFFICERS REGARDING THE BEST TIME TO MAKE CONTACT AND THE BEST WAY TO GAIN COOPERATION. ONCE THE PROPRIETOR HAS AGREED TO CONSIDER RECOMMENDATIONS, THE OFFICER SHOULD MAKE A SURVEY OF THE PREMISES TO DETERMINE ITS SPECIFIC SECURITY NEEDS. THE FILM SHOWS A NUMBER OF FACILITIES AND POINTS OUT SOME OF THE IMPORTANT THINGS FOR WHICH A CRIME PREVENTION OFFICER SHOULD LOOK. HE SHOULD ANALYZE THE STRUCTURE OF THE BUILDING -LOCKS, POTENTIAL CAMOUFLAGE FOR A BURGLAR, LIGHTING -AND CONSIDER FROM A CRIMINAL'S POINT OF VIEW WHAT THERE IS TO STEAL AND HOW ONE WOULD GAIN ENTRY. HE SHOULD POINT OUT TO THE PROPRIETOR ANY WEAKNESSES IN THE BUILDING'S SECURITY AND SUGGEST ADDITIONAL MEASURES (WHICH SHOULD BE TAILORED TO THE VALUE OF THE ITEMS TO BE PROTECTED). HE SHOULD STRESS TO THE OWNER THE IMPORTANCE OF VISIBILITY OF THE MERCHANDISE (I.E., NO BLIND AREAS THAT COULD HIDE A THEFT) AS WELL AS THOROUGH AND FREQUENT INVENTORY.

Supplemental Notes: 25 MINUTES, 16MM COLOR, 1974.

Sponsoring Agency: US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION.

Availability: MOTOROLA TELEPROGRAMS, INC, 4825 NORTH SCOTT STREET, SUITE 23, SCHILLER PARK IL 60176 (Film) (Not available through NCJRS Document Loan Program)

98. D. STORM. LOSS PREVENTION FOR BUSINESS—INTRUSION AND ACCESS CONTROL. JACOBY/STORM PRODUCTIONS, INC, WEST PORT CT. 1978. **NCJ-50130**

THIS FILM IS DESIGNED FOR USE BY POLICE CRIME PREVENTION OFFICERS TO HELP BUSINESSES BECOME MORE AWARE OF CRIME FROM EXTERNAL SOURCES AND TO SHOW THEM WHAT CAN BE DONE ABOUT IT. THE BENEFITS OF INVOLVING CRIME PREVENTION OFFICERS AND LOSS CONTROL ENGINEERS IN BUSINESS SECURITY PLANNING ARE DEMONSTRATED, AND THE IMPORTANCE OF SUPPORTIVE EMPLOYEE AND MANAGEMENT ATTITUDES IS ALSO EMPHASIZED. PRACTICAL, TESTED COST-EFFECTIVE METHODS FOR PREVENTING A WIDE VARIETY OF EXTERNALLY PERPETRATED THEFTS ARE SHOWN, INCLUDING THE NEED FOR ADEQUATE LOCKS ON DOORS AND WINDOWS, GOOD FENCES, KEY CONTROL, ALARM SYSTEMS, AND SEVERAL METHODS OF ACCESS CONTROL. THE USE OF COMMON SENSE

AND AWARENESS ON THE PART OF ALL EMPLOYEES IS STRESSED TO PREVENT THE ENTRY OF THIEVES. BUSINESSES MUST HAVE A PLAN TO IDENTIFY AND SECURE ALL PROBLEM AREAS. SECURITY TRAINING FOR KEY PERSONNEL WILL ENSURE GREATER ALERTNESS AND CONTINUOUS IMPROVEMENT OF SAFEGUARDS. THIS FILM SHOWS THAT POLICE CRIME PREVENTION OFFICERS ARE PREPARED TO HELP BUSINESSES FIND THEIR EXTERNAL WEAKNESSES AND INSTITUTE A PROGRAM DESIGNED SPECIFICALLY FOR THEIR SECURITY NEEDS. A HANDBOOK IS INCLUDED. SEE ALSO NCJ 50129.

Supplemental Notes: 20 MINUTES, 16MM COLOR, 1978 RENTAL AVAILABLE FILM INCLUDES 48 PAGE HANDBOOK, SEE ALSO NCJ-50129.

Availability: HARPER AND ROW MEDIA ORDER FULFILLMENT/CUSTOMER 2350 VIRGINIA AVENUE, HAGERSTOWN MD 21740 Stock Order No. 24-50468 (Film) (Not available through NCJRS Document Loan Program)

99. **C. S. MACCRONE. BUSINESS OF CRIME PREVENTION—THE SECURITY SURVEY.** CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003. 1976. **NCJ-50017**

THIS FILM IS DESIGNED TO SHOW THE IMPORTANCE OF A SECURITY SURVEY IN REDUCING CRIME-RELATED LOSSES FOR BUSINESSES. EVERY EFFORT TO REDUCE CRIME AGAINST BUSINESS SHOULD BEGIN WITH A SECURITY SURVEY. THE FILM PROVIDES A STEP-BY-STEP ANALYSIS AND INSPECTION OF THE LINES OF DEFENSE AGAINST CRIME. EACH OF THESE LINES OF DEFENSE SHOWS HOW TARGET HARDENING IS USED TO DETER AND PREVENT POTENTIAL THIEVES FROM ENTERING BUSINESS STRUCTURES. SPECIAL AREAS WHERE CRIME IS A PROBLEM INCLUDE TOOL STORAGE AREAS AND SHIPPING AND RECEIVING AREAS. MANY SUGGESTIONS ARE PRESENTED TO INCREASE SECURITY FOR BUSINESSES: (1) PROTECT WINDOWS BY INSTALLING BARS OR GRILLS; (2) SECURE ACCESS TO THE ROOF; (3) LIGHT ALL OUTSIDE AREAS; (4) INSTALL BURGLAR-RESISTANT GLASS IN LARGE WINDOWS; (5) PROVIDE ADEQUATE DOOR LOCKS AND CHECK THAT THEY ARE SECURE; (6) INSTALL A GOOD ALARM SYSTEM; (7) MOVE ALL TRASH CONTAINERS AND VEHICLES FROM THE BUILDING TO PREVENT EMPLOYEE THEFT; AND (8) PROVIDE SOLID FENCING AROUND THE PERIMETER OF THE AREA. COMMUNITY TEAMWORK IS SUGGESTED TO HELP REDUCE THE INCIDENCE OF CRIME AGAINST BUSINESSES. THIS FILM PROVIDES HELPFUL INFORMATION TO INSURANCE AGENTS, SECURITY CONSULTANTS, ALARM COMPANIES, AND CRIME PREVENTION ORGANIZATIONS, SO THAT THEY CAN COOPERATE WITH BUSINESSES TO PROVIDE EFFECTIVE CRIME PREVENTION.

Supplemental Notes: 29 MINUTES, 16MM COLOR, 1976 RENTAL AVAILABLE.

Availability: CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003. (Film)

100. **C. S. MACCRONE. SHOPLIFTING—THE GREAT AMERICAN RIPOFF.** CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003. 1976. **NCJ-50193**

THIS FILM DRAMATIZES SHOPLIFTING AND EXAMINES ITS EFFECTS ON CONSUMERS AND BUSINESSES. METHODS FOR REDUCING SHOPLIFTING LOSSES ARE SUGGESTED. SMALL AND LARGE RETAIL ESTABLISHMENTS, AS WELL AS THE CONSUMERS WHO PATRONIZE THEM, SUFFER GREAT LOSSES AS A RESULT OF THE $4 BILLION IN MERCHANDISE WHICH IS SHOPLIFTED ANNUALLY. THREE DIFFERENT TYPES OF RETAIL ESTABLISHMENTS ARE USED TO DESCRIBE THE SHOPLIFTER'S PRIME TARGETS. VARIOUS TYPES OF SHOPLIFTERS ARE DIFFERENTIATED: JUVENILES WHO STEAL FOR FUN AND EXCITEMENT, AGING AND POOR ADULTS WHO STEAL TO HELP STRETCH THE FAMILY BUDGET, AND THE PROFESSIONAL WHO STEALS FOR PURE PROFIT. THE FILM OFFERS STORE OWNERS AND MANAGEMENT EFFECTIVE METHODS OF PREVENTION, DETECTION, AND RECOVERY, INCLUDING SUCH THINGS AS KEEPING THE AISLES CLEAR OF DISPLAYS SO CUSTOMERS CAN BE WATCHED BY SALES PERSONNEL; AVOIDING BOOKKEEPING AND OTHER CHORES THAT DISTRACT STAFF ATTENTION DURING STORE HOURS; WATCHING FOR PRICE SWITCHES ON MERCHANDISE; AND USING ONE-WAY MIRRORS SO THAT CUSTOMERS CAN BE OBSERVED AT ALL TIMES. JUVENILE AND ADULT VIEWERS ARE REMINDED OF THE RESPONSIBILITIES OF CITIZENSHIP AND THE HARSH CONSEQUENCES AWAITING BOTH THE AMATEUR AND PROFESSIONAL SHOPLIFTER. THE FILM ALSO EXPLAINS THE CITIZEN ARREST PROCEDURE, AND INSTRUCTS STOREKEEPERS ABOUT DETAINING SHOPLIFTERS UNTIL THE POLICE COME. LAW ENFORCEMENT OFFICERS CAN USE THIS FILM TO SHOW LOCAL BUSINESSES HOW TO REDUCE SHOPLIFTING LOSSES. (AUTHOR ABSTRACT MODIFIED)

Supplemental Notes: 27 MINUTES, 16MM COLOR, 1976 RENTAL AVAILABLE.

Availability: CHARLES S MACCRONE PRODUCTIONS, 379 SANDALWOOD DRIVE, APTOS CA 95003. (Film)

101. **MADISON FILMS, 218 EAST 49TH STREET, NEW YORK NY 10017. HOT CARDS.** 1978. **NCJ-52354**

THIS FILM ON STOLEN CREDIT CARDS AND THEIR MISUSE IS DESIGNED TO DEMONSTRATE TO RETAIL PERSONNEL PROCEDURES FOR VERIFYING CREDIT CARD PURCHASES AND ALERT THEM TO THE TACTICS EMPLOYED BY USERS OF HOT CARDS. THE FILM EXAMINES A DAY IN THE LIFE OF A TYPICAL HOT CARD PROFESSIONAL. NARRATING AS HE GOES ABOUT HIS DAILY ROUTINE, A SEEMINGLY TYPICAL MIDDLE-CLASS SUBURBAN PERSON (PORTRAYED BY AN ACTOR) DETAILS HIS RELATIONSHIP WITH A LOCAL FENCE AND STOLEN CARD SUPPLIER, DESCRIBES HOW HE CHECKS ON THE CREDIT STATUS OF STOLEN CARDS, AND DEMONSTRATES THEIR USE AND THE DEFICIENCIES COMMON TO STORE CREDIT VERIFICATION EFFORTS. REFLECTING ON HIS OWN CAREER, AND THE CAREERS OF OTHER PROFESSIONALS, HE OUTLINES THE USE OF STOLEN IDENTIFICATION, TACTICS DESIGNED TO KEEP STORE PERSONNEL OFF BALANCE, PLOYS AIMED AT CIRCUMVENTING NORMAL VERIFICATION PROCEDURES, AND VARIOUS OTHER TECHNIQUES CAPABLE OF FACILITATING THE ILLICIT USE OF STOLEN CARDS. METHODS ARE SUGGESTED FOR DETERRING SUCH PROFESSIONALS OR REDUCING THE AMOUNT OF DAMAGE THEY CAUSE.

Supplemental Notes: 17 MINUTES, 16MM COLOR, 1978 RENTAL AVAILABLE ALSO AVAILABLE ON LOAN FROM LEAA AUDIOVISUAL DEPARTMENT.

Availability: INTERBANK CARD ASSOCIATION SECURITY DEPARTMENT, 888 7TH AVENUE, NEW YORK NY 10019 (Film) (Not available through NCJRS Document Loan Program)

102. **NATIONAL RETAIL MERCHANTS ASSOCIATION, 100 WEST 31ST STREET, NEW YORK NY 10001. CAUGHT.** 1971. **NCJ-18819**

THIS FILM ILLUSTRATES RETAIL STORE ANTI-THEFT SECURITY DEVICES AND PROCEDURES WITH SCENES OF PEOPLE BEING OBSERVED WHILE SHOPLIFTING OR STEALING AND THEN BEING CAUGHT. FILMED ON LOCATION IN A RETAIL STORE, THE PLOT UNFOLDS SHOWING TWO TEENAGE GIRLS SHOPPING, JUST LOOKING AT THE MERCHANDISE. THEY ARE TYPICAL TEENAGERS FROM MIDDLE INCOME FAMILIES WHO DO NOT APPEAR TO BE IN DIRE NEED OF ANYTHING. WHAT HAPPENS WHEN ONE SLYLY SHOPLIFTS MERCHANDISE WHICH SHE THINKS NO ONE WILL EVER MISS (THE RETAILER), OR NOTICE (HER PARENTS), IS A MOST REVEALING DOCUMENTARY. IT ALSO SHOWS AN ADULT WOMAN GUILTY OF THE SAME CRIME. THIS FILM IS AIMED AT A TEEN-AGE AUDIENCE. A DISCUSSION GUIDE IS INCLUDED. (AUTHOR ABSTRACT)

Supplemental Notes: 24 MINUTES, COLOR, 1971 230.00 PREVENTION.

Availability: NATIONAL RETAIL MERCHANTS ASSOCIATION, 100 WEST 31ST STREET, NEW YORK NY 10001 (Film) (Not available through NCJRS Document Loan Program)

103. **L. NEUBAUER. SO I TOOK IT.** SID DAVIS PRODUCTIONS. 1975. **NCJ-30629**

DESCRIPTION OF HOW ONE JUVENILE STARTED SHOPLIFTING, GOT OTHERS TO TRY IT, AND WAS FINALLY CAUGHT BY STORE SECURITY PERSONNEL. THIS FILM IS DESIGNED FOR ELEMENTARY AND, POSSIBLY, JUNIOR HIGH SCHOOL STUDENTS.

Supplemental Notes: 14 MINUTES, 16MM COLOR, 1975 RENTAL ALSO AVAILABLE.

Availability: MOTOROLA TELEPROGRAMS, INC, 4825 NORTH SCOTT STREET, SUITE 23, SCHILLER PARK IL 60176 (Film) (Not available through NCJRS Document Loan Program)

104. NEW YORK SUPREME COURT SECOND JUDICIAL DISTRICT, 45 MONROE PLACE, BROOKLYN NY 11201. SHOPLIFTING—IT'S A STEAL. 1974. **NCJ-25303**

FILM ON SHOPLIFTING BY NON-PROFESSIONAL JUVENILES AND WHAT HAPPENS WHEN THEY ARE CAUGHT. FILMED LARGELY IN DAYTON'S DEPARTMENT STORE IN MINNEAPOLIS, MINNESOTA, THIS MOVIE SHOWS WHO, WHAT, AND WHY TEENAGERS, AND EVEN ELEMENTARY SCHOOL AGE CHILDREN, SHOPLIFT. EMPHASIS IS PLACED ON THE FACT THAT SHOPLIFTING IS STEALING AND THAT JUVENILES CAN AND WILL BE ARRESTED AND REMANDED TO JUVENILE COURT IF CAUGHT. PARENTS ARE ALSO GIVEN ADVICE ON HOW TO DETERMINE IF THEIR SON OR DAUGHTER IS SHOPLIFTING AND WHAT TO DO IF THEIR CHILD IS CAUGHT IN THE ACT BY STORE AUTHORITIES.

Supplemental Notes: 16 MINUTES, COLOR, 1974 PUBLIC EDUCATION.

Availability: 9200 FILM CENTER PRODUCTIONS, P O BOX 1113, 9200 WAYZATA BOULEVARD, MINNEAPOLIS MN 55440 (Film) (Not available through NCJRS Document Loan Program)

105. D. STORM. LOSS PREVENTION FOR BUSINESS—INTERNAL CRIME. JACOBY/STORM PRODUCTIONS, INC, WEST PORT CT. 1978. **NCJ-50129**

THIS FILM SHOWS BUSINESSES HOW TO BECOME MORE AWARE OF CRIME FROM INTERNAL SOURCES AND HOW TO PREVENT IT, WITH ASSISTANCE FROM LOCAL POLICE CRIME PREVENTION UNITS. THE BENEFITS THAT COULD RESULT FROM INVOLVING CRIME PREVENTION OFFICERS AND LOSS CONTROL ENGINEERS IN BUSINESS INTERNAL SECURITY PLANNING ARE DEMONSTRATED, AND THE IMPORTANCE OF SUPPORTIVE EMPLOYEE AND MANAGEMENT ATTITUDES IS ALSO EMPHASIZED. METHODS FOR PREVENTING EMPLOYEE PILFERAGE AND THEFT ARE DISCUSSED, INCLUDING MARKING THE COMPANY'S NAME ON TOOLS AND ALLOWING THE EMPLOYEES TO BORROW THEM FOR PRIVATE USE, UNANNOUNCED SPOT CHECKS ON EMPLOYEES, AND CAREFUL CONTROLS OF PACKAGES COMING INTO AND LEAVING THE FACILITY. THE EMPLOYER MUST, HOWEVER, BE CAREFUL NOT TO INFRINGE UPON THE PERSONAL RIGHTS OF THOSE WORKING FOR HIM. ANOTHER EFFECTIVE METHOD OF REDUCING EMPLOYEE THEFT IS TO POST A NOTICE OF THE COMPANY'S POLICY REGARDING THE THEFT OF ASSETS. THE USE OF SUCH NOTICES HAS BEEN SHOWN TO HAVE GOOD DETERRENT EFFECTS. ALL EXPENSE ACCOUNTS SHOULD BE THOROUGHLY CHECKED TO MAKE SURE THAT THEY ARE NOT BEING PADDED. OTHER WAYS OF REDUCING CRIME ARE LIMITING COMPUTER ACCESS AND PROSECUTING EMBEZZLERS TO DISCOURAGE OTHERS. THIS FILM COVERS THE VARIOUS ASPECTS OF WHITE COLLAR CRIME, INCLUDING FRAUD, EMBEZZLEMENT, EXPENSE ACCOUNT CHEATING, AND COMPUTER DATA BANK SECURITY BREACHES. IT IS DESIGNED TO SHOW WHAT BUSINESS PEOPLE CAN DO TO PROTECT THEMSELVES, AND ALSO WHAT THE POLICE DEPARTMENT IS DOING TO HELP. A HANDBOOK IS INCLUDED. SEE ALSO NCJ-50130.

Supplemental Notes: 20 MINUTES, 16MM COLOR, 1978 RENTAL AVAILABLE FILM INCLUDES 48 PAGE HANDBOOK, SEE ALSO NCJ-50130.

Availability: HARPER AND ROW MEDIA ORDER FULFILLMENT/CUSTOMER 2350 VIRGINIA AVENUE, HAGERSTOWN MD 21740 Stock Order No. 24-504 (Film) (Not available through NCJRS Document Loan Program)

106. I. STUART. SHOPLIFTING. 1973. Canada. **NCJ-31739**

THIS FILM SHOWS THE EXTENT OF SHOPLIFTING, EXPLORES WHAT MOTIVATES PEOPLE TO SHOPLIFT, AND EXPLAINS THE POSSIBLE CONSEQUENCES TO THE THIEF AND TO SOCIETY. A SERIES OF INTERVIEWS (WITH A PSYCHIATRIST, POLICE INVESTIGATOR, STORE MANAGER, AND DEPARTMENT STORE SECURITY DIRECTOR) AND ENACTMENTS EMPHASIZE THREE MAIN POINTS—THAT MOST PEOPLE HAVE AT SOME TIME IN THEIR LIVES TAKEN SOMETHING THAT DID NOT BELONG TO THEM; THAT SHOPLIFTING IS AN INDICTABLE OFFENSE AND CAN LEAD TO A CRIMINAL RECORD WHICH COULD BE DETRIMENTAL TO A PERSON'S EDUCATIONAL OR PROFESSIONAL CAREERS; AND THAT THE COST OF SHOPLIFTING IS ULTIMATELY JUST PASSED ON TO THE CONSUMER IN THE FORM OF HIGHER PRICES—APPROXIMATELY 15 PER CENT HIGHER. OTHER TOPICS DISCUSSED INCLUDE THE EXCITEMENT MOTIVATION BEHIND MOST SHOPLIFTING, JUVENILE SHOPLIFTERS, AND THE NEED FOR STORE MANAGERS, AS WELL AS INDIVIDUAL SHOPPERS, TO REPORT BOTH JUVENILES AND ADULTS CAUGHT SHOPLIFTING TO THE POLICE OR OTHER AUTHORITY. SUITABLE FOR USE IN POLICE-COMMUNITY RELATIONS PROGRAM.

Supplemental Notes: 21 MINUTES, 16MM COLOR, 1973 RENTAL ALSO AVAILABLE.

Availability: ACI PRODUCTIONS, INC, 35 WEST 45TH STREET, NEW YORK NY 10036 (Film) (Not available through NCJRS Document Loan Program)

107. TERRITORIAL IMPERATIVE, INC; MOTOROLA TELEPROGRAMS, INC, 4825 NORTH SCOTT STREET, SUITE 23, SCHILLER PARK IL 60176. PLAN FOR SECURITY (PROFESSIONAL SECURITY TRAINING SERIES). 1976. **NCJ-47485**

GUIDELINES EXPLAINING HOW THE SECURITY OFFICER FITS INTO THE OVERALL SECURITY PROGRAM OF A FACILITY ARE PROVIDED IN THIS SLIDE AND CASSETTE PROGRAM. THE GOAL OF A SECURITY SYSTEM IS TO STOP CRIMES AGAINST BUSINESSES. THIS PROGRAM PROVIDES SEVERAL SECURITY FUNDAMENTALS FOR EFFECTIVE SECURITY AGAINST CRIME. SECURITY MEASURES ARE CLASSIFIED TO SHOW WHETHER THEY DENY, DETER, OR DETECT CRIME. THE THREE BASIC FACTORS IN MAKING A SECURITY PLAN ARE: (1) THE SECURITY MEASURES CHOSEN MUST BE EQUAL TO THE RISKS TO WHICH THE FACILITY MAY BE EXPOSED; (2) NO ONE SECURITY MEASURE WILL PROVIDE TOTAL SECURITY; AND (3) SECURITY MUST BE THE TOTAL OF ALL SECURITY MEASURES. A HYPOTHETICAL COMPANY WHICH MANUFACTURES ELECTRONIC EQUIPMENT IS USED SO THAT THE SECURITY OFFICER MAY SEE ALL ASPECTS OF THE SECURITY SYSTEM. THIS SYSTEM IS MADE UP OF PHYSICAL CONTROLS AND SECURITY OFFICERS. THE OUTSIDE PERIMETER CONSISTS OF A FENCE WITH BARBED WIRE AROUND THE TOP, A GATE, AND A GUARD POSTED AT THE GATE. INSIDE THE FACILITY, THERE ARE SEVERAL BUILDINGS WITH TELEVISION SURVEILLANCE CAMERAS LOCATED ON THE ROOFS. THERE IS EXTERIOR LIGHTING AT NIGHT, AND SEVERAL OFFICERS PATROL THE AREA AT ALL TIMES. ON THE BUILDINGS, THERE ARE STRONG LOCKS, INTERNAL INTRUSION DETECTORS, FIRE DETECTORS, ACCESS CONTROL AT ENTRANCES, AND INTERIOR GUARD PATROLS. ONE GUARD IS STATIONED AT A CONSOLE, WHERE THE SURVEILLANCE CAMERA MONITORS AND FIRE AND INTRUSION DETECTOR WARNING SWITCHES ARE LOCATED. THE SECURITY OFFICER IS INSTRUCTED TO CONSTANTLY OBSERVE AND LOOK FOR SECURITY HAZARDS, SUCH AS UNLOCKED DOORS AND OPEN WINDOWS.

Supplemental Notes: 12 MINUTES, COLOR, 1976 THIS KIT CONTAINS AUDIO CASSETTE AND SLIDE TRAY.

Availability: MOTOROLA TELEPROGRAMS, INC, 4825 NORTH SCOTT STREET, SUITE 23, SCHILLER PARK IL 60176 Stock Order No. AD-42 (Kit) (Not available through NCJRS Document Loan Program)

108. WORONER FILMS, 1995 NORTHEAST 150TH STREET, NORTH MIAMI FL 33181. CRIME—IT'S A MATTER OF TIME—COMMERCIAL. 1974. **NCJ-46991**

THE STORY OF A VICTIM OF COMMERCIAL CRIME IS PRESENTED IN THIS FILM, WHICH IS DESIGNED TO ENCOURAGE THE USE OF CRIME PREVENTION MEASURES. THE STORY OF CHARLIE, WHO IS CONSTANTLY BEING ROBBED, IS RELATED IN THIS FILM. CHARLIE HAS BEEN ROBBED SEVERAL TIMES RECENTLY, BUT HE SHOWS NO CONCERN, SIMPLY SAYING THAT HIS INSURANCE WILL PAY FOR IT. ONE DAY, AS CHARLIE GOT IN HIS CAR TO GO OFF TO WORK, HE WAS ROBBED. HE WAS HELD UP AGAIN AS HE LEFT HIS CAR TO GO INTO HIS STORE. SEVERAL TIMES DURING THAT WORKING DAY HIS STORE WAS ROBBED AS WELL. THE NARRATOR POINTS OUT THAT CHARLIE IS VERY PREDICTABLE ABOUT EVERYTHING HE DOES—HE OPENS THE STORE, GOES TO THE BANK, AND CLOSES THE STORE AT EXACTLY THE SAME TIME EACH DAY. CHARLIE IS AN EXCELLENT TARGET FOR A ROBBERY. HIS STORE HAS CROWDED AISLES, POOR VISIBILITY TO THE OUTSIDE, AND BAD LIGHTING AT NIGHT, AND CHARLIE REFUSES TO TAKE ANY CRIME PREVENTION MEASURES. HE HAS EVEN REFUSED TO GO TO THE POLICE STATION TO LOOK AT MUG SHOTS IN ORDER TO IDENTIFY ONE OF THE ROBBERS. CHARLIE MERELY SAYS THAT THE INSURANCE WILL PAY FOR IT. THAT NIGHT, WHEN CHARLIE CALLS HIS INSURANCE BROKER TO REPORT A CLAIM, HE IS INFORMED THAT HIS INSURANCE HAS BEEN CANCELLED BECAUSE HE IS A BAD RISK. THIS MOVIE IS DESIGNED TO STIMULATE AN INTEREST IN CRIME PREVENTION MEASURES USED BY COMMERCIAL ESTABLISHMENTS.

Supplemental Notes: 13 MINUTES, 16MM COLOR, 1974.

Sponsoring Agencies: US DEPARTMENT OF JUSTICE LAW ENFORCEMENT ASSISTANCE ADMINISTRATION; TEXAS CRIMINAL JUSTICE DIVISION, 411 WEST 13TH STREET, AUSTIN TX 78701.

Availability: MOTOROLA TELEPROGRAMS, INC, 4825 NORTH SCOTT STREET, SUITE 23, SCHILLER PARK IL 60176 (Film) (Not available through NCJRS Document Loan Program)

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